

UI PERFORMS CY 2003 Annual Report

U.S. Department of Labor
Employment and Training Administration
Office of Workforce Security

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UI PERFORMS CY 2003 Annual Report

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<p style="text-align: center;">UI PERFORMS ANNUAL REPORT CY 2003</p> <p style="text-align: center;">TABLE OF CONTENTS</p>

INTRODUCTION	5
<i>Benefit Accuracy Measurement</i>	<i>8</i>
<i>Benefits Timeliness and Quality</i>	<i>10</i>
<i>Tax Performance System</i>	<i>10</i>
<i>Benefit Payment Control</i>	<i>12</i>
<i>Data Validation</i>	<i>12</i>
NATIONAL REPORT	13
STATE REPORTS	45
<i>Alabama</i>	<i>46</i>
<i>Alaska</i>	<i>48</i>
<i>Arizona</i>	<i>50</i>
<i>Arkansas</i>	<i>52</i>
<i>California</i>	<i>54</i>
<i>Colorado</i>	<i>56</i>
<i>Connecticut</i>	<i>58</i>
<i>Delaware</i>	<i>60</i>
<i>District of Columbia</i>	<i>62</i>
<i>Florida</i>	<i>64</i>
<i>Georgia</i>	<i>66</i>
<i>Hawaii</i>	<i>68</i>
<i>Idaho</i>	<i>70</i>
<i>Illinois</i>	<i>72</i>
<i>Indiana</i>	<i>74</i>
<i>Iowa</i>	<i>76</i>
<i>Kansas</i>	<i>78</i>
<i>Kentucky</i>	<i>80</i>
<i>Louisiana</i>	<i>82</i>
<i>Maine</i>	<i>84</i>
<i>Maryland</i>	<i>86</i>
<i>Massachusetts</i>	<i>88</i>
<i>Michigan</i>	<i>90</i>
<i>Minnesota</i>	<i>92</i>
<i>Mississippi</i>	<i>94</i>
<i>Missouri</i>	<i>96</i>
<i>Montana</i>	<i>98</i>
<i>Nebraska</i>	<i>100</i>
<i>Nevada</i>	<i>102</i>
<i>New Hampshire</i>	<i>104</i>

<p align="center">UI PERFORMS ANNUAL REPORT CY 2003</p> <p align="center">TABLE OF CONTENTS</p>

<i>New Jersey</i>	106
<i>New Mexico</i>	108
<i>New York</i>	110
<i>North Carolina</i>	112
<i>North Dakota</i>	114
<i>Ohio</i>	116
<i>Oklahoma</i>	118
<i>Oregon</i>	120
<i>Pennsylvania</i>	122
<i>Puerto Rico</i>	124
<i>Rhode Island</i>	126
<i>South Carolina</i>	128
<i>South Dakota</i>	130
<i>Tennessee</i>	132
<i>Texas</i>	134
<i>Utah</i>	136
<i>Vermont</i>	138
<i>Virginia</i>	140
<i>Virgin Islands</i>	142
<i>Washington</i>	144
<i>West Virginia</i>	146
<i>Wisconsin</i>	148
<i>Wyoming</i>	150
 APPENDIX A: BAM DATA AND FOOTNOTES	 152
 APPENDIX B: TIER I MEASURES	 156
 APPENDIX C: TIER II MEASURES	 159

UI PERFORMS ANNUAL REPORT CY 2003

INTRODUCTION

This CY 2003 report is the seventh comprehensive UI Performs Annual Report. It is intended to give a representative overview of Unemployment Insurance operational performance during the 12 months ending December 31, 2003. Thus, it presents the results of key indicators of the full range of UI operational performance—benefits, appeals, tax and cash management. At various times, the Department may supplement this report with reports in greater depth on individual areas, or present the same material using a different format.

UI PERFORMS

UI Performs is the umbrella term adopted to designate the Department's closed-loop system for promoting continuous improvement in UI operational performance. The goal of UI Performs is to ensure that the system's ultimate customers—UI beneficiaries and subject employers—receive ever-increasing quality of services. The system's three principal performance measurement modules are the Tax Performance System (TPS) which assesses the timeliness, accuracy, and sometimes the completeness of the major tax functions; the Benefit Accuracy Measurement (BAM) program which assesses accuracy of benefit payments and decisions to deny; and Benefits Timeliness and Quality (BTQ) which embraces measurements of the timeliness and quality of benefit claims, payment and appeals operations. The performance indicators in this report are drawn from those systems plus the report on Benefit Payment Control activities.

In 1999, based on advice from stakeholders and input from the UI system, the Department promulgated key measures, called Tier I. Each measure has one or two criteria that define acceptable minimum performance. Table 1 (page 7) lists the measures and their criteria. States performing below a criterion are required to include a corrective action plan in their annual State Quality Service Plan (SQSP). Persistent performance below a criterion could result in various actions by the Department including the withholding of administrative grants. This report includes every State's performance on all Tier I measures. Appendix B lists the Tier I measures and how they are calculated.

The UIPL which implemented the UI Performs Tier I measures also identified the so-called Tier II performance measures. Although many Tier II measures cover dimensions of performance as significant as Tier I measures, states may differ enough in these areas that the measures have varying meanings from one state to another. Thus, the Department issued no national criteria for these measures. Instead, the states and the ETA Regional Offices negotiate performance targets for those being emphasized in the current SQSP. Many of the performance measures included in this report are Tier II measures. Appendix C lists Tier II measures, and how they are calculated. This report includes state performance on about a third of the Tier II measures.

UI PERFORMS ANNUAL REPORT CY 2003

INTRODUCTION

During 2003 and 2004, Department staff met with state agency representatives to assess and revise the UI Performs system. This was the first "5-year review" specified in the UI Performs foundational documents. Together, they sought ways to improve performance measures that many considered too numerous or too complex. As a result of the review, the Department proposed changes in the number and nature of key measures (UIPL 21-04), as well as how measures will be characterized for performance oversight purposes. The proposal includes changes in criteria, although some criteria will remain pending until sufficient data accumulates to evaluate state performance.

THE MAIN UNEMPLOYMENT INSURANCE MEASUREMENT SYSTEMS

Most of the UI performance measures use data from one of three measurement subsystems: Benefits Timeliness and Quality, Benefit Accuracy Measurement, and Tax Performance System. These were all developed to give a fuller view of state performance and thus better to permit the Department to exercise its role as a partner in ensuring that claimants and employers receive high-quality UI services.

The Department of Labor has the responsibility by law, as mandated in Title III of the Social Security Act, for assuring that State Workforce Agencies (SWAs) operate an effective and efficient unemployment insurance program. Various provisions of Federal law require that certain UI activities be performed promptly and accurately. Section 303(a)(1) of the Social Security Act requires, as a condition of a State's receiving UI administrative grants, "[s]uch methods of administration . . . as are found by the Secretary of Labor to be reasonably calculated to insure full payment of unemployment compensation when due."

The UI Performs measures computed using data from the BTQ, BAM, TPS and other administrative data systems represent the Department's continuing effort to provide ever more accurate and useful information on the functioning of all UI program activities. These systems are designed and managed with certain considerations in mind, primarily:

➤ *Uniformity.* Performance data are a major vehicle for program oversight. Thus the Department tries to ensure that all states adhere to standard methodologies and definitions so that results are statistically valid, are comparable from one state to another where possible, and present a consistent picture of state performance over time.

➤ *State and Federal Responsibilities.* The states have the primary responsibility not only for conducting UI operations but also for efficiently implementing and administering measurement systems. The Federal responsibility is to ensure data integrity and consistency through the establishment of definitions and procedures; approve any changes in measurement methodology; establish monitoring procedures and operations; review the

UI PERFORMS ANNUAL REPORT CY 2003
INTRODUCTION

TABLE 1:

TIER I MEASURES	CRITERIA FY 2003 SQSP
First Payment Timeliness	
% of 1st Payments within 14/21 days: IntraState UI, full weeks	87
% of 1st Payments within 35 days: IntraState UI, full weeks	93
% of 1st Payments within 14/21 days: InterState UI, full weeks	70
% of 1st Payments within 35 days: InterState UI, full weeks	78
Nonmonetary Determinations	
% of Separation Issues determined within 21 days of Detection Date (Intra + Inter State UI, UCFE, UCX)	80
% of Nonseparation Issues determined within 14 days of Detection Date (Intra + Inter State UI, UCFE, UCX)	80
% of Separation and Nonseparation Determinations with Quality Scores >80 points	75
Appeals	
% of Lower Authority Appeals decided within 30 Days of Filing	60
% of Lower Authority Appeals decided within 45 Days of Filing	80
% of Higher Authority Appeals decided within 45 Days of Filing	50
% of Higher Authority Appeals decided within 75 Days of Filing	80
% of Higher Authority Appeals decided within 150 Days of Filing	95
% of Lower Authority Appeals with Quality Scores at least 85% of potential points	80
Tax	
% of New Status Determinations within 90 days of Quarter End Date	60
% of New Status Determinations within 180 days of Quarter End Date	80
Acceptance Sample for Accuracy of 60 New Status Determinations --Pass with No More than 6 Failed Cases	Pass
Cash Management	
Timeliness of Transfer to UTF: Ratio of average daily loanable balance in Clearing Account to average daily transfer to UTF	Deferred pending outcome of UI Reform legislation
Timeliness of Deposit to the Clearing Account: Elapsed time between the receipt of employer contributions and their deposit into the clearing account, estimated from a random sample of contributions received by the state during a specified time interval	Deferred pending outcome of UI Reform legislation

UI PERFORMS ANNUAL REPORT CY 2003

INTRODUCTION

samples of cases investigated by the states; provide assistance and training to states; provide standard formats for data release; and evaluate results. The Federal responsibility also includes the analysis of data to diagnose problems with national implications or remedies and maintenance of a national database. The Federal partner provides technical assistance to states in case investigations, statistical theory, data analysis and use of applications software.

➡ *Program Improvement Orientation.* The major value of performance data is their usefulness in improving UI operations. They are designed to support state program improvement strategies and help states evaluate the effects of previous attempts to improve operations by identifying where and why errors occur, and their extent. Reported data frequently need to be supplemented by other information if program improvements are to be structured. For this reason, the Department has encouraged states to undertake program improvement studies--analyses and/or data gathering studies intended to lead to program improvement actions.

Benefit Accuracy Measurement

BAM is a diagnostic tool used to identify payment errors and measure the effect of previously initiated corrective actions. BAM is based on random samples of UI payments. The sampling procedures are designed to produce samples that are representative of a state's universe of paid or denied UI claims. Each sample represents one compensated week of benefits or one denial issue. Each case in the sample is thoroughly reviewed for compliance with the state's UI laws, regulations, policies, and operating procedures. BAM investigators compile a data record on each case. Most elements pertain directly to UI eligibility, relating to the claimant's benefit history, base period work, monetary eligibility, reason for separation, ability to work, availability for work, and work search effort. Data on age, sex, and ethnic classification are gathered to verify the representativeness of the BAM samples. The data record concludes with elements related to error classification, including type of error (if any), amount of error, the responsible party, the cause, and the point of detection. Multiple errors can be detected in the course of one BAM case investigation and documented in the database.

The states were asked to investigate a total of 23,760 cases in CY 2003. Individual state sample sizes varied, with the ten smallest states investigating a sample of 360, and the 42 larger states investigating a sample of 480, cases per year. Some states chose to draw larger samples, and 24,847 cases were completed in CY 2003, an average of 478 cases per state.

UI PERFORMS ANNUAL REPORT CY 2003

INTRODUCTION

Readers are strongly cautioned that it may be misleading to compare one state's BAM overpayment and underpayment rates with those of other states. No two states' written laws, regulations, or policies specifying eligibility conditions are identical, and differences in these conditions influence the potential for error. States with stringent, complex provisions will tend to have higher overpayment rates than those with simpler, more straightforward provisions, for example.

BAM's premise is that dollars overpaid and underpaid can be estimated by projecting the results from a state's BAM sample to its entire population of payments. The BAM program gathers information to assist states in developing program improvement plans to correct problems in their UI benefit payment systems and to enable them to measure the effects of implementing those plans. States also use this information in implementing policies to ensure accurate administration of their laws, regulations, and operating procedures.

The Operational Overpayment Rate

As part of its efforts to devise a payment accuracy measure for the Government Performance and Results Act goal of making accurate UI payments, in 2002 ETA developed an alternative to the "Annual Report" overpayment rate in constant use since 1987. Called the Operational Overpayment rate, it is a subset of the standard rate. It was designed to reflect the overpayments that states could expect to detect and recover with normal integrity procedures and thus relate to overpayments formally established for recovery. It removes from the annual report measure all non-recoverable overpayments as well as certain recoverable overpayments that are unlikely to be detectable. The most important of the latter are those due to base period wage errors, work search, and failure to register with the Employment Service. The "detectable and recoverable" overpayments that remain are in some respects the most tangible and least "technical" overpayments. Studies have shown that they are the overpayments states can deal with most cost-effectively—mostly by more intensive efforts to detect and recover, but also to prevent, e.g., through crossmatches with the State and National Directories of New Hires. Operational Overpayment Rates appear in the "Benefit Quality Measures" section of each state's 2-page report.

UI PERFORMS ANNUAL REPORT CY 2003

INTRODUCTION

Benefits Timeliness and Quality

Measures based on samples are used to track the quality of SWA nonmonetary determinations and lower authority appeals.

BTQ Methodology.

- The samples are drawn by computer from the time lapse universes of nonmonetary determinations and lower authority appeals, ensuring that the sampling process is completely random.
- The universe of determinations includes all issues with the potential to affect the claimant's present or future benefit eligibility.
- In addition to the decision, the review instrument for assessing the quality of nonmonetary determinations gives additional weight to the quality of the written determination.
- The database for the quality scores is a micro database—enabling analysis of individual cases and individual quality elements.
- Nonmonetary adjudications are subjected to a tripartite review each quarter. The third party serves as a tie-breaker if the other two reviewers disagree.
- The state automated system furnishes information about the records selected for review, including the date of the nonmonetary determination, the program, and the issue. The quality reviewer adds further information during the review process, including scores for quality criteria and the date that the result of the nonmonetary determination or appeal decision was applied to the claim. Completed review data is entered into the UI automated data base, which generates scores for individual records and overall scores for quarterly state performance.
- State sample sizes for nonmonetary determinations quality reviews are based on their nonmonetary activity levels reported in the preceding calendar quarter. States reporting fewer than 100,000 determinations draw quality samples of 60 each quarter; for others samples are 100 each quarter.

Tax Performance System

Methodology. The TPS approach divides tax operations into major functional components. For each function, it specifies key performance objectives based on three basic dimensions of quality: timeliness, accuracy, and completeness. There are performance indicators to measure the attainment of each objective. Measures and

UI PERFORMS ANNUAL REPORT CY 2003

INTRODUCTION

review techniques were selected to emphasize quality, cost-effectiveness, and reliance on data obtained as a by-product of ongoing program operations. Because TPS was designed to provide information which tax units can use directly to guide program improvement, it also seeks to gather and disseminate information on best practices in addition to methods for identifying weaknesses. The complete TPS “package” has three assessment components: (1) timeliness and completeness, Computed Measures; (2) accuracy, Program Reviews; and (3) identifying best practices, Methods Surveys.

Table 2, page 12, shows the methodologies used to review the various tax functions. The combination of Computed Measures, System Reviews, Acceptance Samples, and Methods Surveys is shown in detail to present a well-rounded assessment of each function.

Timeliness and Completeness. Most of the information on timeliness and completeness of UI tax functions is taken from program data obtained from the key tax report, ETA 581. These indicators are termed “Computed Measures”.

Accuracy. Accuracy is determined by a two-step methodology based on financial and program audits.

➤ Systems Review. Staff first review each tax function thoroughly to ensure that all internal controls are in place. Unless a problem is indicated, or a program change has been initiated, these reviews only take place once every four years.

➤ Acceptance Sample. To ensure that the internal controls are operating as intended to produce timely and accurate outputs, every year a sample of completed work is examined.

The reviewer extracts a small “Acceptance Sample” of sixty cases of each tax functions' output and examines it for accuracy. Failure of three or more cases out of the sample will cause the entire sample to fail, leading to the conclusion that there is not “reasonable assurance” the function is operating with an acceptable level of accuracy.

The combination of a thorough front-end review and a small acceptance sample efficiently establishes a reasonable assurance of accuracy, directly identifies any areas of program weakness, and immediately indicates where program improvements are needed. If there is a need to know the actual level of a particular tax function's problem, the Acceptance Sample can be readily expanded into a much larger Estimation Sample.

This Tax Performance System section of the UI Performs Annual Report for CY 2003 presents only data from the Computed Measures and Acceptance Samples because the System Reviews' examination of state internal controls contains too much detail to present in a brief format without distortion. In addition, Systems Reviews are intended largely to guide state program and Regional staff. The combination of Computed Measures and Acceptance Sample results provides a concise overview of the quality of state tax operations.

UI PERFORMS ANNUAL REPORT CY 2003

INTRODUCTION

**TABLE 2
REVIEW METHODOLOGIES**

TAX FUNCTION	COMPUTED MEASURES	PROGRAM REVIEW Sys Rev & Sampling	METHODS SURVEY
STATUS DETERMINATION	○	○	○
CASHIERING		○	
REPORT DELINQUENCY	○	○	○
COLLECTIONS	○	○	○
FIELD AUDIT	○	○	○
ACCOUNT MAINTENANCE		○	

Benefit Payment Control

The PMR initiative was originally intended to review Benefit Payment Control (BPC) measures, but they were deferred in Phase I. In 1996, a Federal-State workgroup developed 10 measures which were field-tested in three states. In 1998, the UIS circulated two of the tested measures for comment to the UI system but neither received strong support. Until revised measures are implemented, the Department will continue to report the BPC measures for which the Quality Appraisal system specified DLAs. The BPC measures show the proportions of both fraud and nonfraud overpayments established in the current period that the agency recovered.

Data Validation

An important part of UI's measurement system is data validation (DV). Data validation extends and automates the methodology developed for workload validation, which had been in use since the 1970s to ensure that the counts of the "workload items" used to allocate UI administrative resources were being reported accurately. The evolution in technology and a shift in concept allows the data validation methodology to be more comprehensive than workload validation. Whereas Workload Validation validated 29 reported elements on four reports, DV reviews the accuracy of 1,275 report items on 13 different reports. After pilot testing during the late 1990's, states began implementing the program in earnest in 2002 with a target of submitting first validation reports by September 30, 2003. Validation findings will be included in the 2004 UI Performs Annual Report.

UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

This chapter is divided into three main sections. The first section presents a brief overview of the recent economic conditions and the resultant movement in certain UI tax and benefit activities. The second shows the movement of major benefit payment activities and then reviews the national pattern of selected key benefit payment performance indicators. The third section approaches tax activities in the same way.

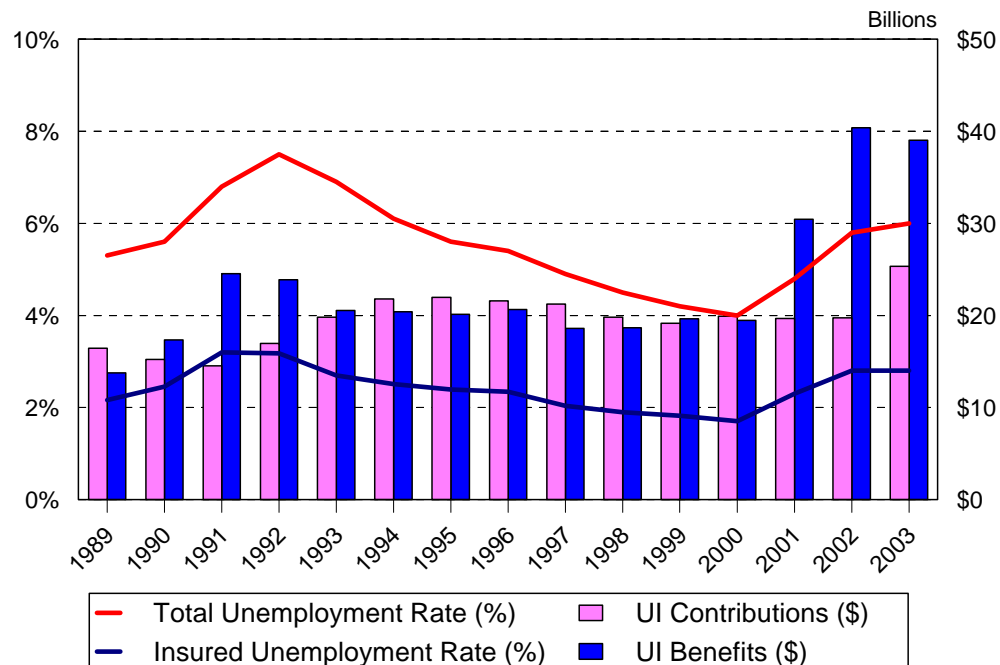
ECONOMIC ACTIVITY AND MAJOR PROGRAM ACTIVITIES

In 2003 the total unemployment rate (TUR) rose to an average of 6% and the insured unemployment rate (IUR) held steady at 2.8%. Since the most recent recession high of 7.5% in 1992 the TUR had been in a steady decline, until experiencing an upswing in 2001. Although the TUR was higher in 2003 than 2002, it was still below the 1992 level. The movement in the IUR, which peaked in 1991, has been less pronounced.

Benefit payments receded from last years high to just under \$40 billion in 2003. Contributions were up from last year as states worked to offset the dramatic rise in benefits paid since 2001. States collected 65 cents for every dollar paid in benefits.

ECONOMIC CONDITIONS

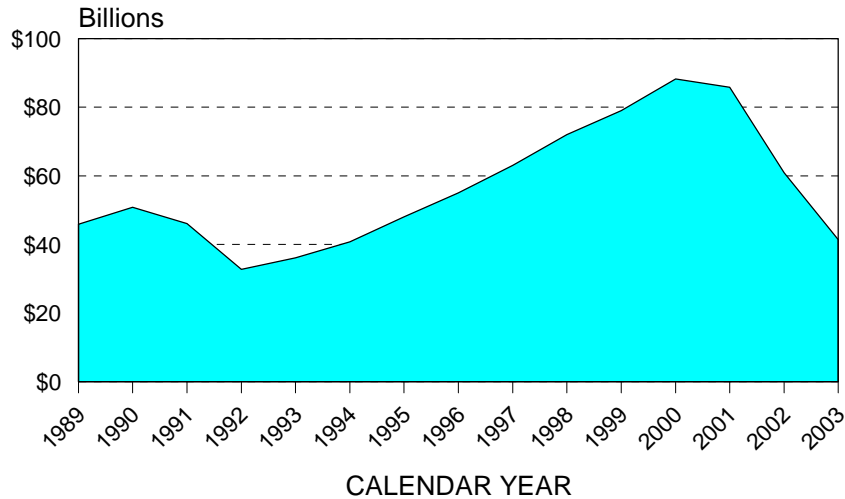
CYs 1989 - 2003



UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

END OF YEAR TRUST FUND BALANCE TOTAL

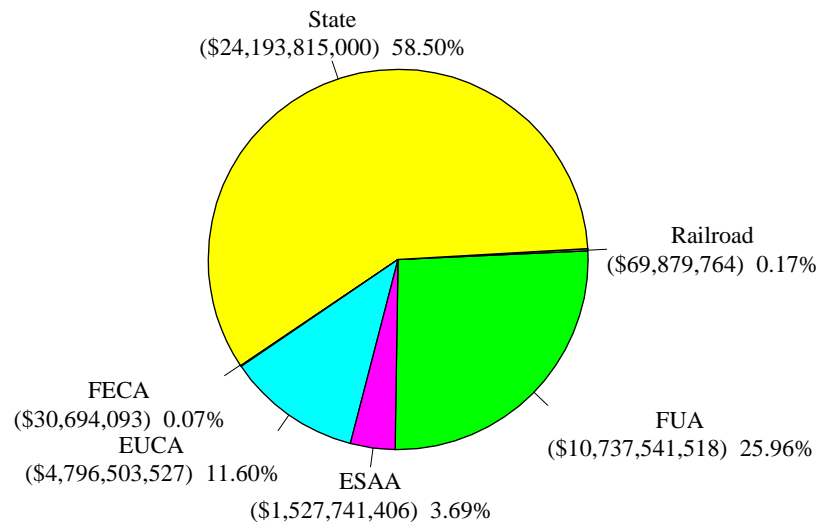
CYs 1989 - 2003



Trust fund balances rose steadily between their 12-year low in 1992 and 2000, peaking above \$88 billion, as states took advantage of improving conditions to replenish their funds. However, as of December 31, 2003, balances in the UI trust fund were down to less than \$41 billion, reflecting the surge in benefits paid since 2001.

END OF YEAR TRUST FUND BALANCES

As of December 31, 2003



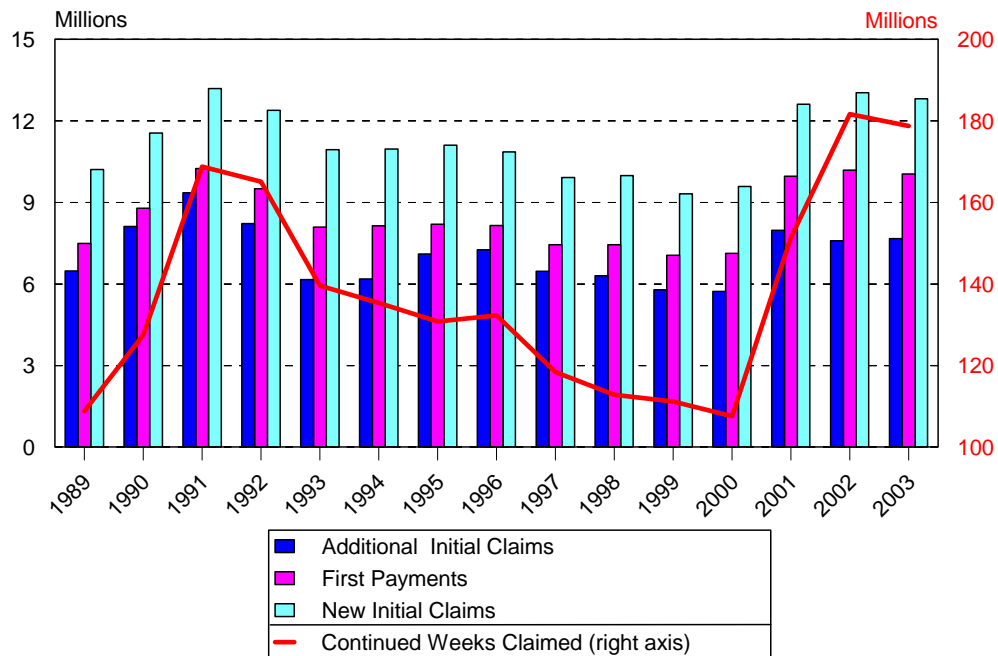
UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

BENEFIT PAYMENT ACTIVITY

In 2003, unemployment insurance offices handled approximately 12.8 million new initial claims under the regular State UI, UCFE, and UCX programs. Approximately 2.8 million claimants were determined to be ineligible for monetary or separation reasons, or found new jobs before filing a first week claimed, so that ultimately about 10 million claimants actually received a first payment. This compares with the 13.2 million new initial claims filed, and 10.3 million first payments made, in the recession year 1991. Additional initial claims, over the same period, track first payments closely because they represent occasions when claimants' benefit payment series were broken by intervening spells of employment. Each additional initial claim filed to resume benefit payments requires the agency to review the reason for separation (but not the monetary eligibility) and may lead to the identification and adjudication of a separation issue.

CLAIMS ACTIVITY

CYs 1989 - 2003



More striking than the movement in initial claims has been the path of continued weeks claimed. The level of continued weeks claimed depends both on the number of first payments and on the average number of claims filed per benefit year. Economic conditions drive both components of weeks claimed. After reaching a high of 169 million weeks during 1991, the number fell sharply each successive year until 2001, when it spiked to

UI PERFORMS ANNUAL REPORT CY 2003

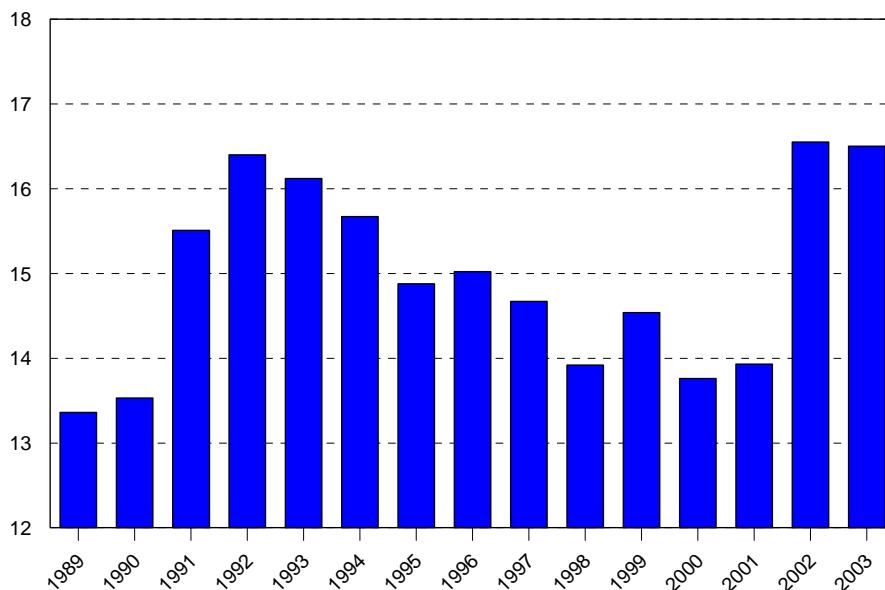
NATIONAL REPORT

about 181 million. Although the number of continued weeks claimed declined in 2003, the level is still 66% higher than the last low point in 2000.

The average number of weeks paid to claimants for their current spells of unemployment - that is, the average duration -- can be estimated by the ratio of total weeks paid to total first payments. The average duration, after soaring to 16.6 weeks in 2002, declined slightly to 16.5 weeks in 2003.

AVERAGE WEEKS OF DURATION

CYs 1989 - 2003



The majority of claims filed, and payments made, in any year are intrastate made under the regular State UI program. Table 3 indicates the relative magnitudes of both first payment and continued weeks paid by program in 2003. Overall, interstate claims (State, UCFE, and UCX) constitute only about 3% of all first payments and about 4% of continued weeks paid. The regular State UI first payments are about 99.1% of the total, UCFE 0.5%, and UCX the remaining 0.4%. About 11% of first payments, and 7% of continued payments, were made for partial and part-total weeks claimed. These shares differ little from one year to the next.

UI PERFORMS ANNUAL REPORT CY 2003
NATIONAL REPORT

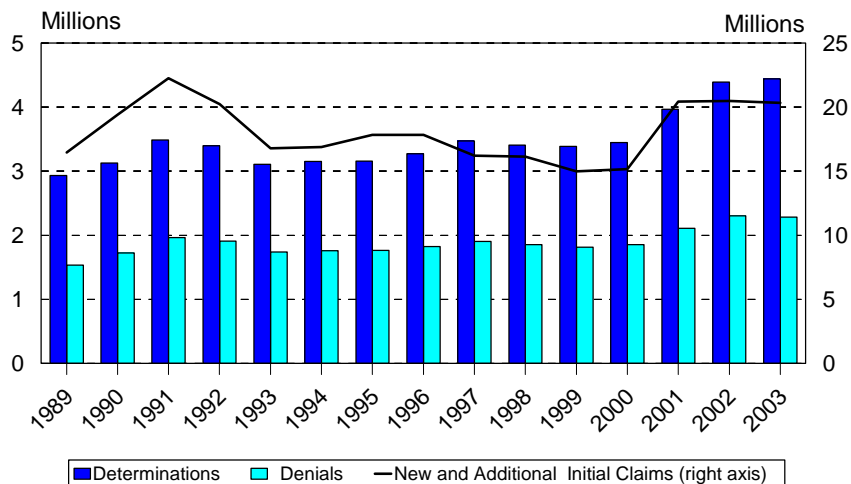
Table 3	FIRST PAYMENT WORKLOAD			CONTINUED WEEKS WORKLOAD		
	FULL	PARTIAL	ALL	FULL	PARTIAL	ALL
INTRASTATE	8,408,226	1,066,699	9,474,925	143,637,762	10,483,425	154,121,187
- State UI	8,195,979	1,051,170	9,247,149	139,097,508	10,985,045	150,082,553
- UCFE	42,258	2,948	45,206	711,241	56,800	768,041
- UCX	48,142	2,117	50,259	830,875	38,089	868,964
INTERSTATE	293,662	16,975	310,637	6,575,711	295,984	6,871,695
- State UI	292,761	15,285	308,046	5,983,530	284,113	6,267,643
- UCFE	3,706	101	3,807	67,357	3,358	70,715
- UCX	1,233	45	1,278	50,153	1,837	51,990
TOTAL	8,701,888	1,083,674	9,785,562	150,213,473	10,779,409	160,992,882

Although separation and nonseparation determinations both follow economic conditions, the relationship to their underlying claims series is not constant. Separation determinations are driven by the combination of new and additional initial claims. The same general pattern may be seen for nonseparation determinations, which depend on the number of weeks claimed.

Denials due to separation issues remain fairly steady year-to-year at 54% of the number of separation determinations.

SEPARATION DETERMINATIONS AND DENIALS

CYs 1989 - 2003

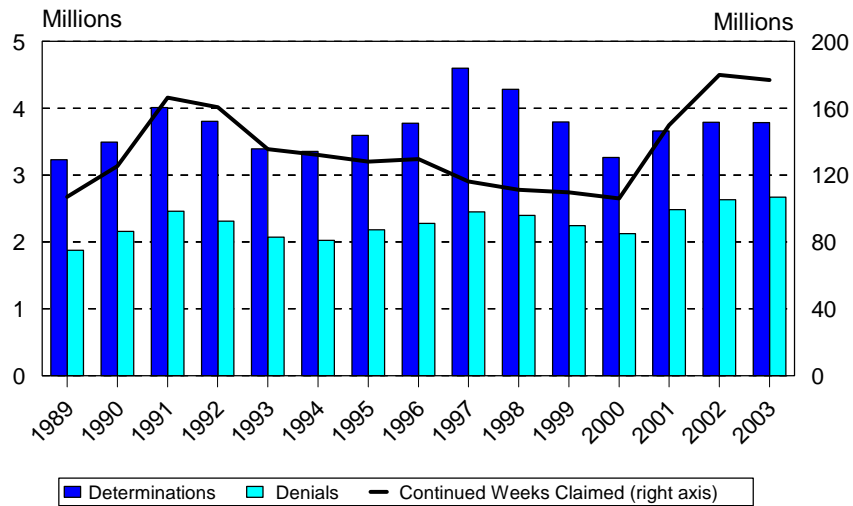


UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

In 2003, the proportion of nonseparation determinations resulting in denials rose to 71%, the highest level in the last 15 years.

NONSEPARATION DETERMINATIONS ACTIVITY

CYs 1989 - 2003



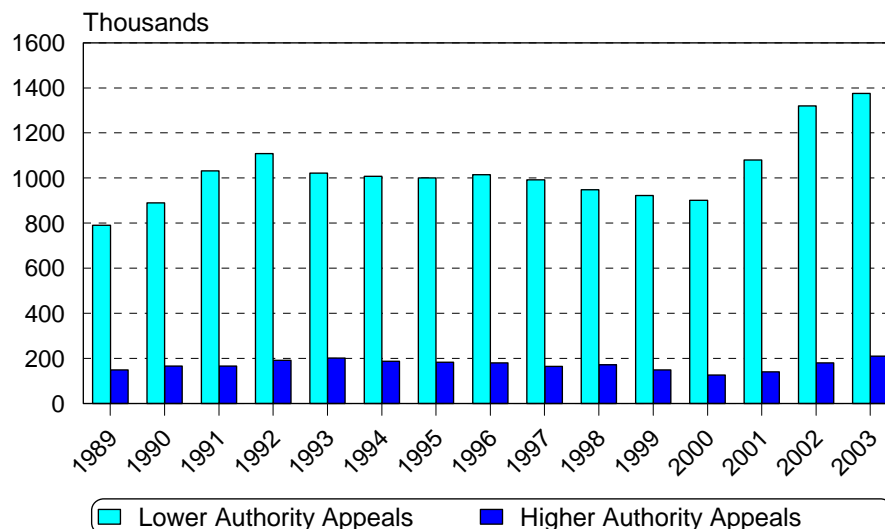
Most appeals are filed by claimants, upon receiving a denial

for either separation or nonseparation reasons. More than half of all nonmonetary determinations result in a denial. In 2003, 4.9 million nonmonetary determinations, about 60% of the total, were denied. More than one in four denials went to a first-level appeal, and of those about 15% went to a higher-authority appeal. Between 1996 and 2000 the number of

lower-authority appeals filed had been declining yearly. Since 2000, however, the number of lower-authority appeals has risen by 53% reflecting the rise in nonmonetary determinations.

APPEALS ACTIVITY

Number of Single and Multi-Claimant Appeals Filed
CYs 1989 - 2003



UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

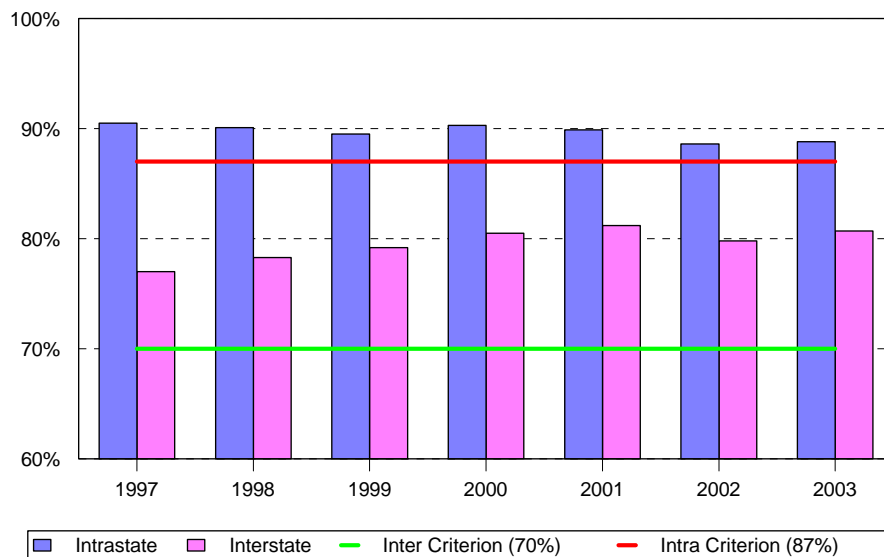
BENEFIT PAYMENT PERFORMANCE

First Payment Timeliness

One of the UI system's critical measures is first payment time lapse. Criteria, set on a measure of the timeliness of full weeks of unemployment only, have been established to implement the Secretary's Standards for first payments made within 14/21 days and 35 days for both intrastate and interstate payments since 1978. Although the 14/21 day level national timeliness performance rose slightly from 2002, it has experienced a general down trend since 1997. Interstate performance also rose slightly in 2003 to 80.7%

FIRST PAYMENT TIMELINESS

SQSP Measures - 14/21 Days

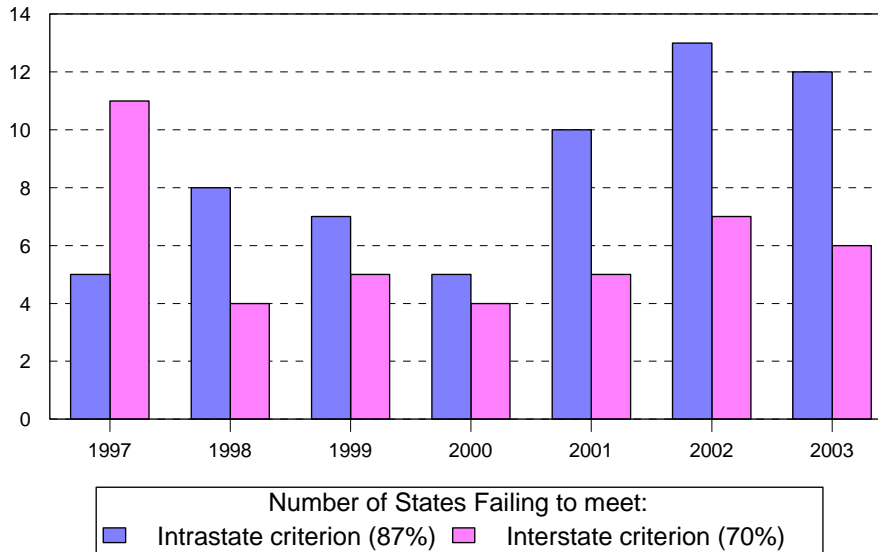


Aggregate performance can be a misleading indicator of individual state performance because the number of states failing to meet the Secretary's criteria fluctuates much more widely than the aggregate. For example, while the number of states failing to meet the 14/21-day intrastate criterion more than doubled from 2000 to 2003, the aggregate performance declined only slightly.

UI PERFORMS ANNUAL REPORT CY 2003 **NATIONAL REPORT**

FIRST PAYMENT TIMELINESS

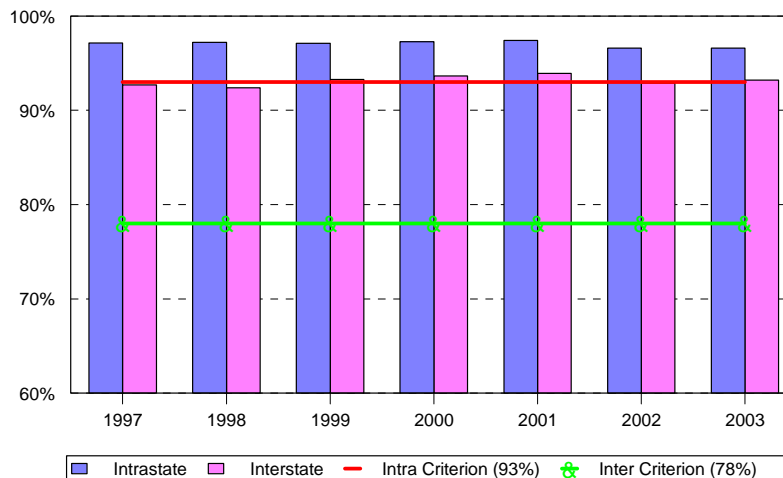
SQSP Measures - 14/21 Days



While 35-day time lapse remained steady over the years, the number of states failing to meet the 35-day criterion for intrastate payments dropped by forty percent from 2002. Still national performance for both interstate and intrastate first payments exceeds the criteria. Interstate performance, at 93.2%, is 15 points above the criterion, while intrastate performance, at 96.6%, is more than 3 points above the criterion.

FIRST PAYMENT TIMELINESS

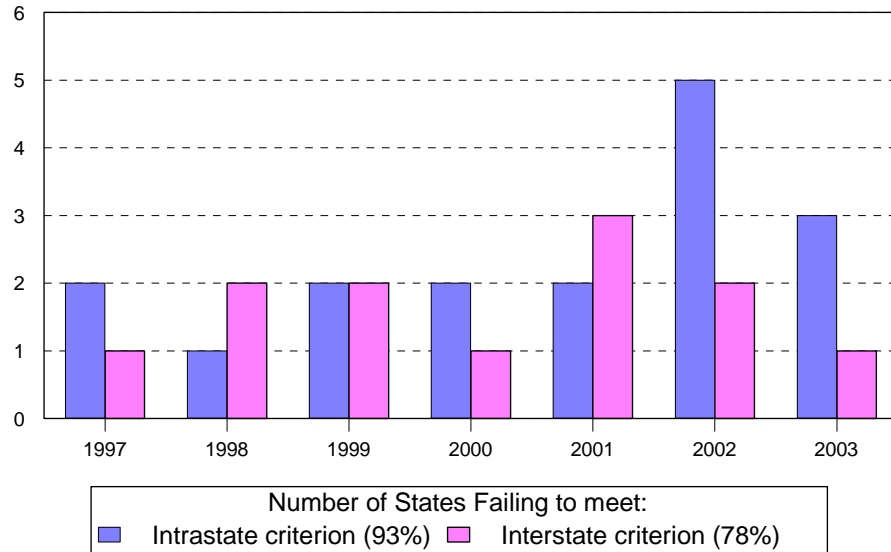
SQSP Measures - 35 Days



UI PERFORMS ANNUAL REPORT CY 2003 **NATIONAL REPORT**

FIRST PAYMENT TIMELINESS

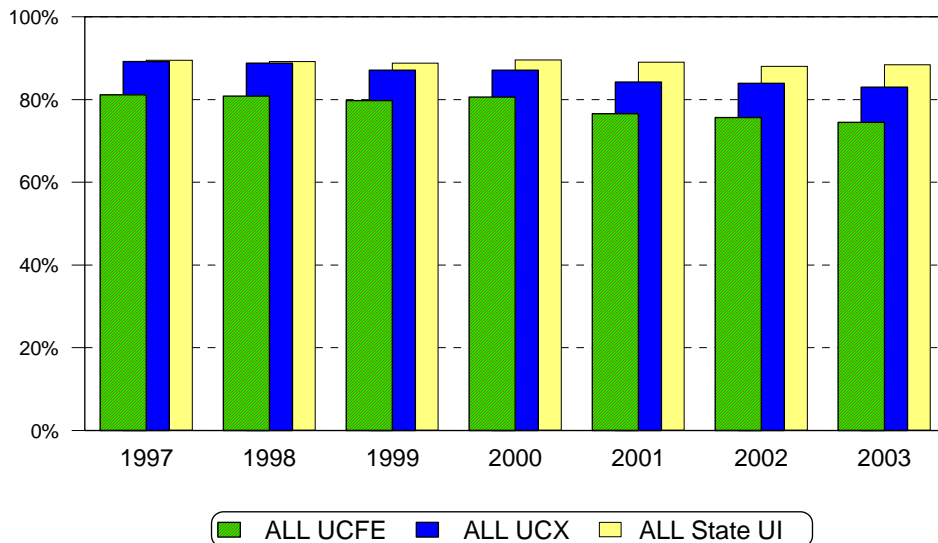
SQSP Measures - 35 Days



National performance in the timeliness of UCFE and UCX first payments continues in its decline since 1997, falling off more sharply than the timeliness of the combined intrastate and interstate first payments. In particular, the percent of UCX payments made within 14/21 days dropped from 89.2% in 1997 to 83.0% in 2003. UCFE performance has dropped from 81.1% in 1997 to 74.5% in 2003.

FIRST PAYMENT TIMELINESS

1997-2003 Trend, 14/21 Days



UI PERFORMS ANNUAL REPORT CY 2003

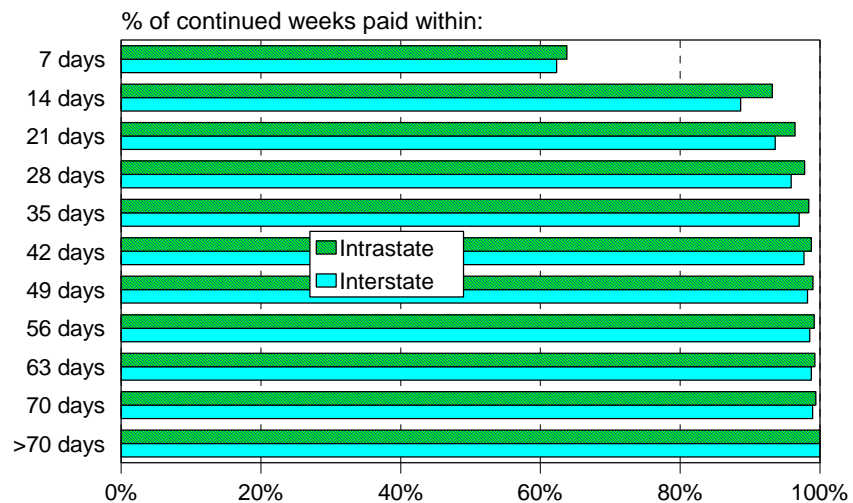
NATIONAL REPORT

Continued Weeks Timeliness

Overall, states paid about 64% of intrastate continued claims within 7 days in 2003, and about 93% within two weeks. Interstate performance is a bit lower, at 62% in 7 days and 89% in 14 days. National timelapse performance for all continued payments drifted upward from 1997 to 2003 in the 7-day category.

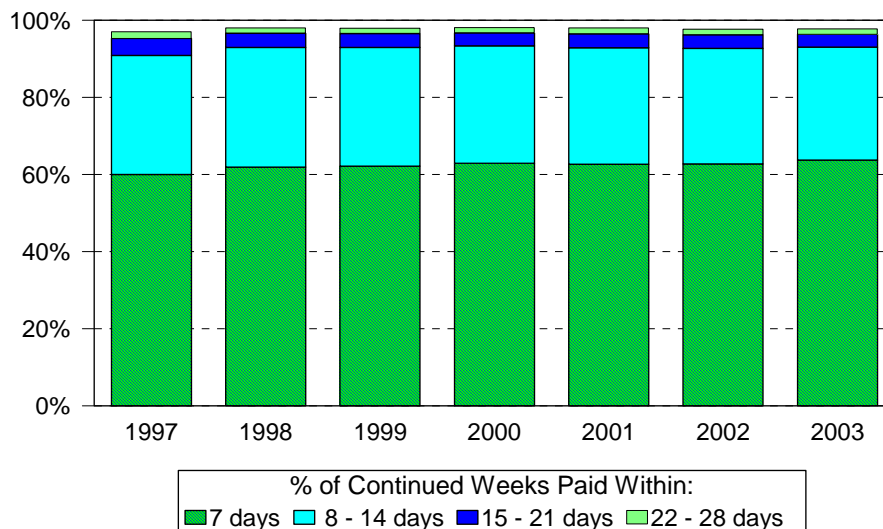
CONTINUED PAYMENT TIMELINESS

CY 1997 to CY 2003



CONTINUED PAYMENT TIMELINESS

CY 1997 to CY 2003



UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

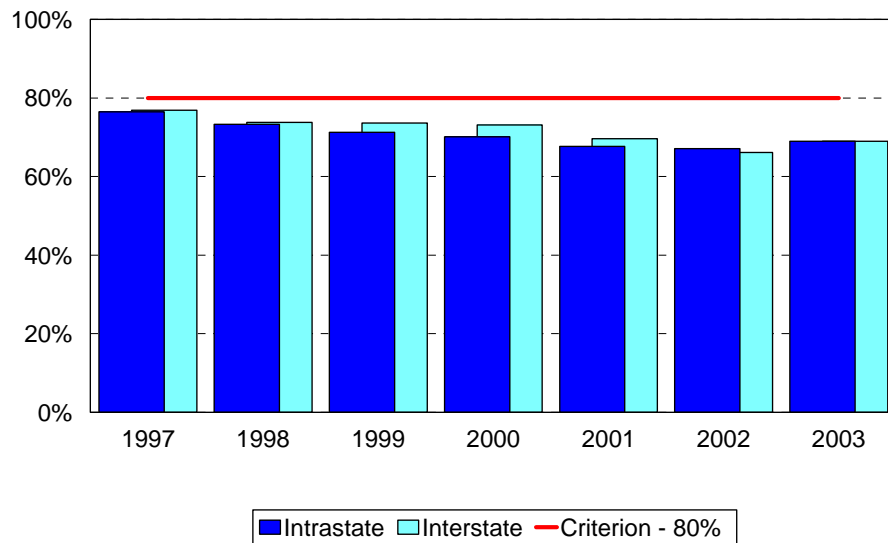
Nonmonetary Determinations Timeliness

The UI PERFORMS system includes separate national criteria for aggregates of nonmonetary decision ("nonmon") time lapse. There are separate criteria for the timeliness of separation and nonseparation determinations (also called adjudications), measured from the date an issue was detected to the date of the decision. In both cases, the measures include nonmons detected on State, UCFE and UCX claims, both intrastate and interstate.

Aggregate separation performance--the percent of separation determinations made within 21 days of the date the state detected an issue--lay below the 80% criterion for all seven years. For the first time since 1997 national performance improved but still lies 11% below the criterion.

NONMONETARY DETERMINATIONS DECISION TIMELINESS

Separations - 21 Days

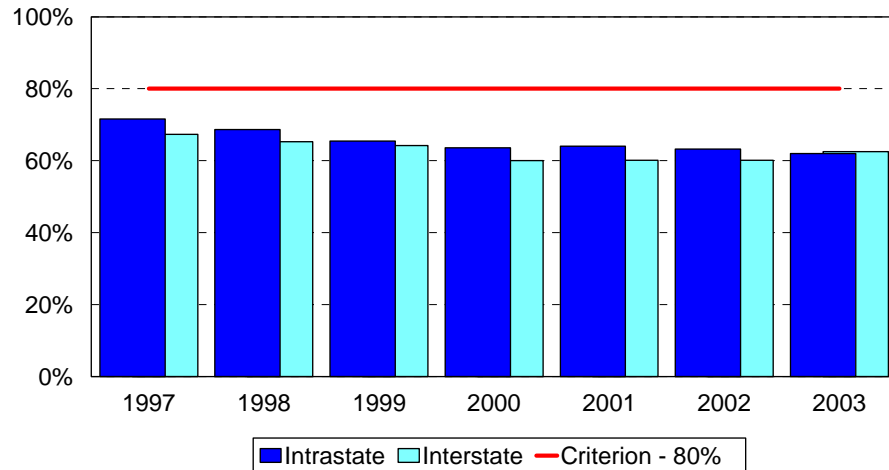


UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

For nonseparation determinations, aggregate performance has run about 16 percentage points below the 80% within 14-day criterion for all seven years. As with separation time lapse, nonseparation time lapse performance has experienced a downward trend since 1997.

NONMONETARY DETERMINATIONS DECISION TIMELINESS

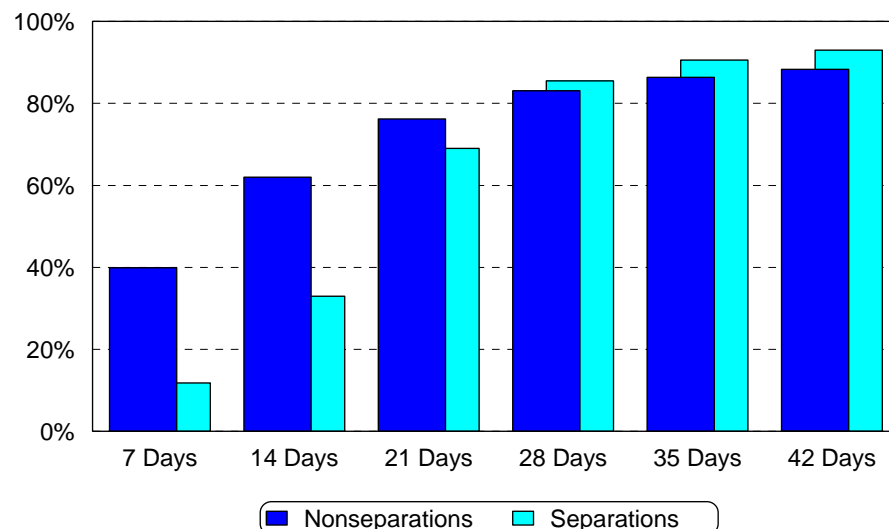
Nonseparations - 14 Days



The chart below shows the pattern of decision time lapse for issuing both kinds of determinations at different intervals in 2003. Forty percent of nonseparation issues were decided within the first week after detection, versus only 12% of separations (nearly all separations require obtaining

NONMONETARY DETERMINATIONS DECISION TIMELINESS

CY 2003



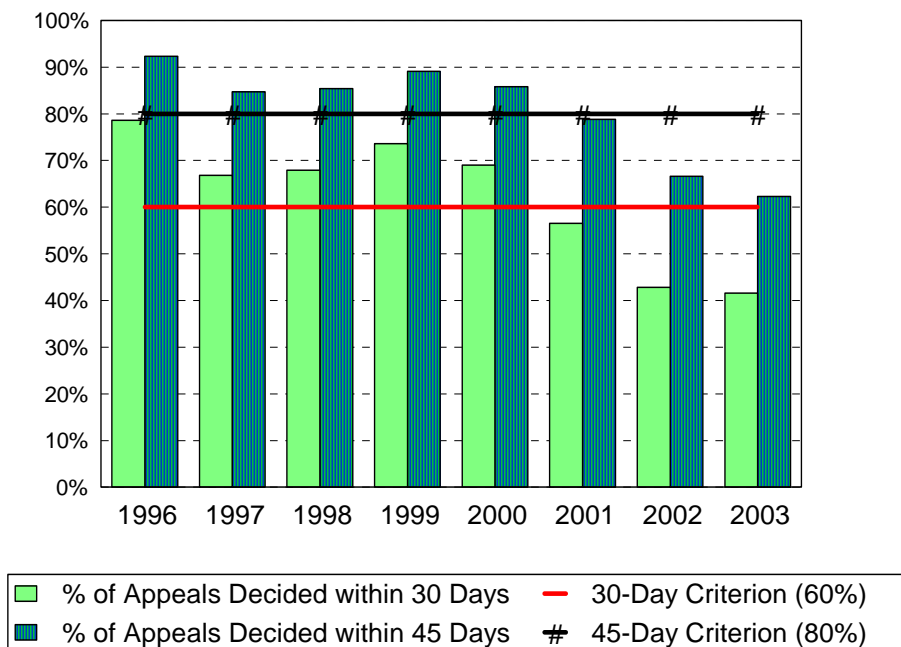
UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

information from employers). The percentage of nonseparation determinations issued exceeded those for separations at the 14-day interval (the nonsep criterion interval) and 21-day interval (the separation criterion interval). At 28 days and longer, states had issued a higher percentage of separation than nonseparation determinations.

Appeals Timeliness

Lower authority appeals timeliness continued to be a trouble spot in 2003. The national percentages of lower authority appeals decided within 30 and 45 days were below their respective criteria for the third year in a row. Thirty-day time lapse has fallen 37 percentage points since 1996, and 45-day time lapse has declined by 30 percentage points over the same period.

LOWER AUTHORITY APPEALS TIMELINESS
CYs 1996 - 2003



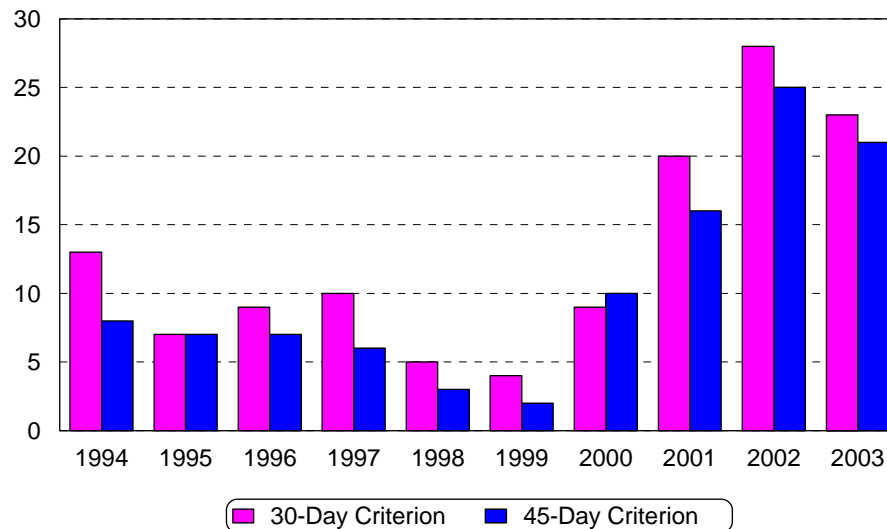
Between 1994 and 2000 the number of states failing the Secretary's criteria showed a down trend in keeping with the improvement in economic conditions. However, since 1999, the number of states failing the two criteria jumped significantly each successive year and peaked in 2002.

UI PERFORMS ANNUAL REPORT CY 2003 **NATIONAL REPORT**

LOWER AUTHORITY APPEALS TIMELINESS

Number of States Failing to Meet Criteria

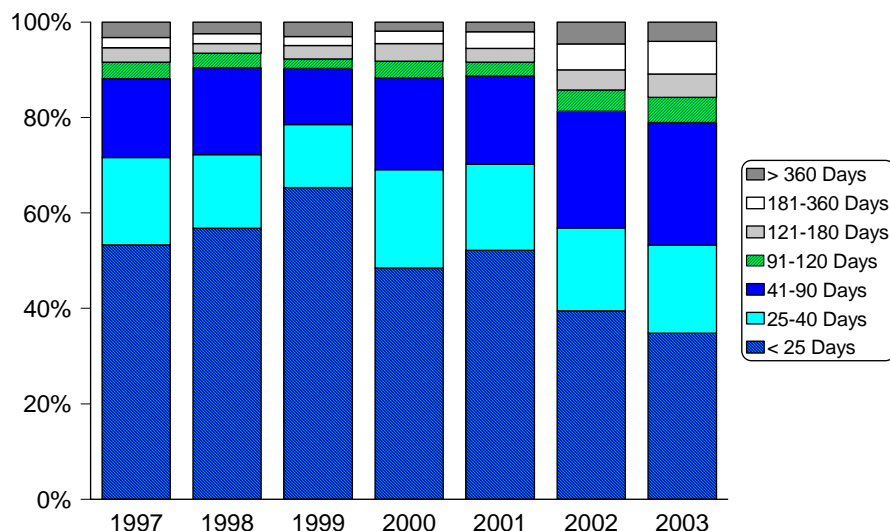
Although fewer states failed in 2003, still more than twenty failed each of the criteria. As in earlier years, more states are failing to meet the 30-day criterion than the 45-day criterion.



Supplementing the measures of how quickly states decide appeals is the age of undecided or pending appeals at the end of the year. The chart below shows that at the end of 2003, 35% of all undecided Lower Authority appeals were less than 25 days old (and hence were still likely to be decided within the first time lapse interval of 30 days).

LOWER AUTHORITY APPEALS CASE AGING

Age of Appeals Pending at End of Calendar Year



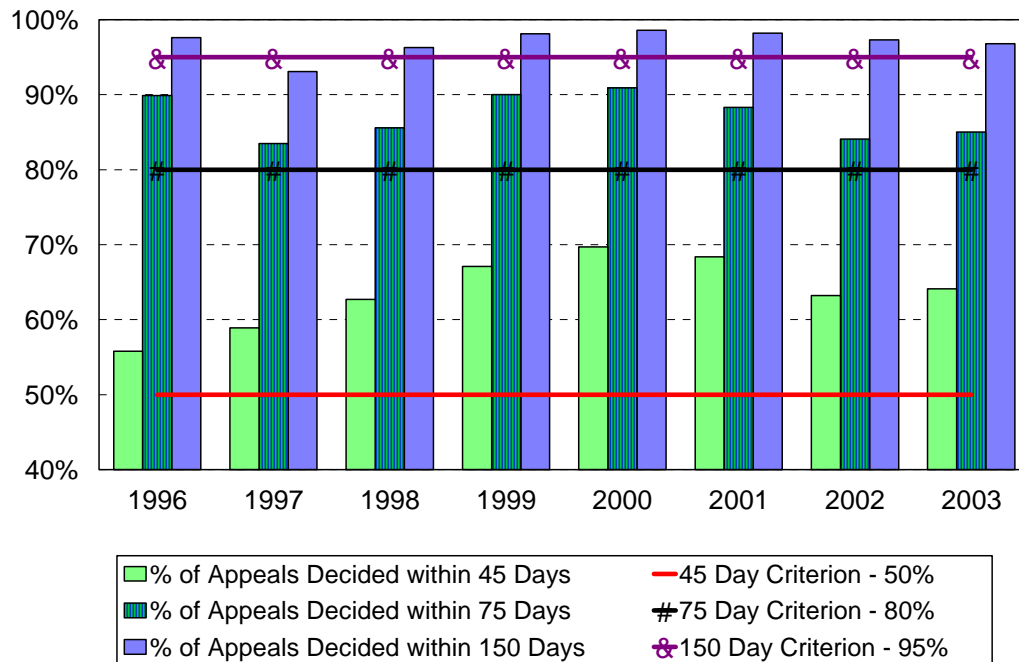
UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

As appeals time lapse performance falters, the length of time appeals remain undecided increases. At the end of 2003, the proportion of appeals pending that were more than 40 days old rose to over 46%.

In the last few years Higher Authority time lapse performance had seen continuing improvement until 2001 when performance in all categories declined.

HIGHER AUTHORITY APPEALS TIMELINESS

CYs 1996-2003

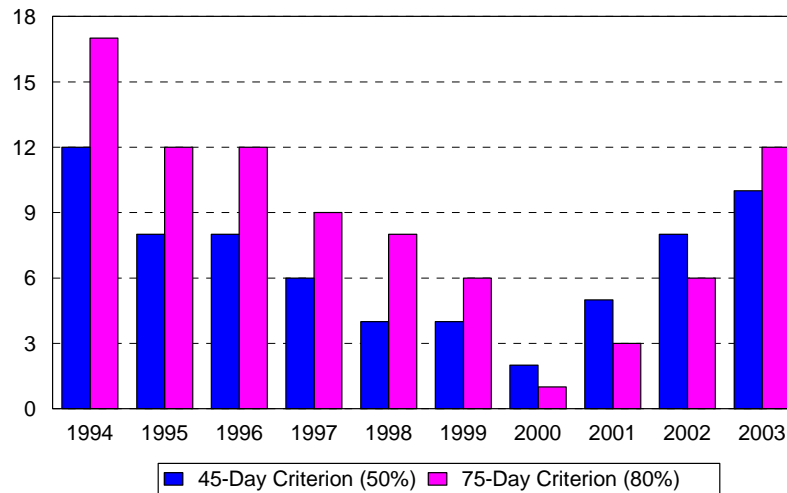


UI PERFORMS ANNUAL REPORT CY 2003 **NATIONAL REPORT**

HIGHER AUTHORITY APPEALS TIMELINESS

Number of States Failing to Meet Criteria

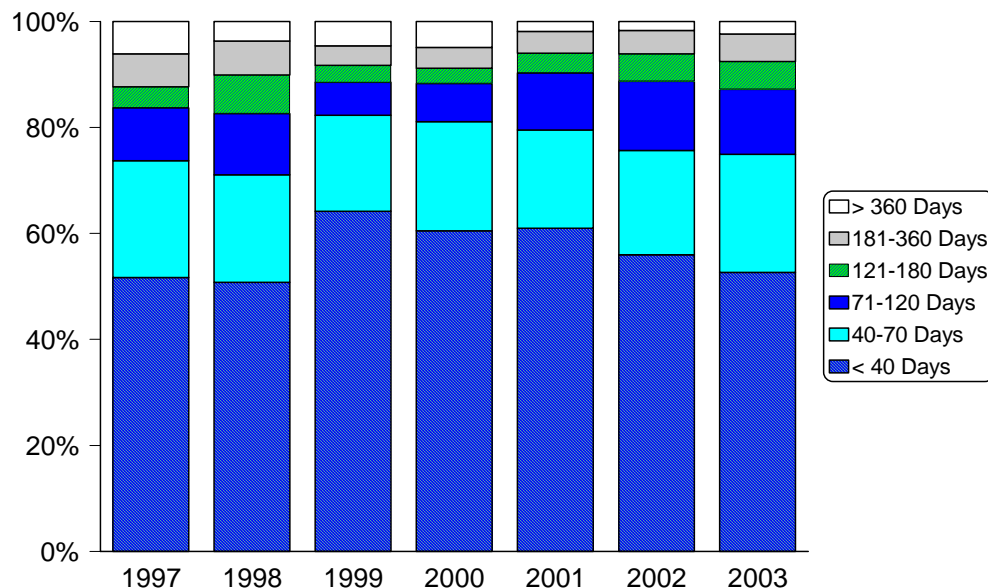
The decline in national time lapse has been accompanied by a continued rise in the number of states that have failed to meet the Tier I criteria established in 1999.



The share of Higher Authority Appeals pending, at the end of 2003, that were less than 40 days old, declined to 53% from 64% in 1999, with corresponding increases in the shares at age categories between 41 and 360 days.

HIGHER AUTHORITY APPEALS CASE AGING

Age of Appeals Pending at End of Calendar Year

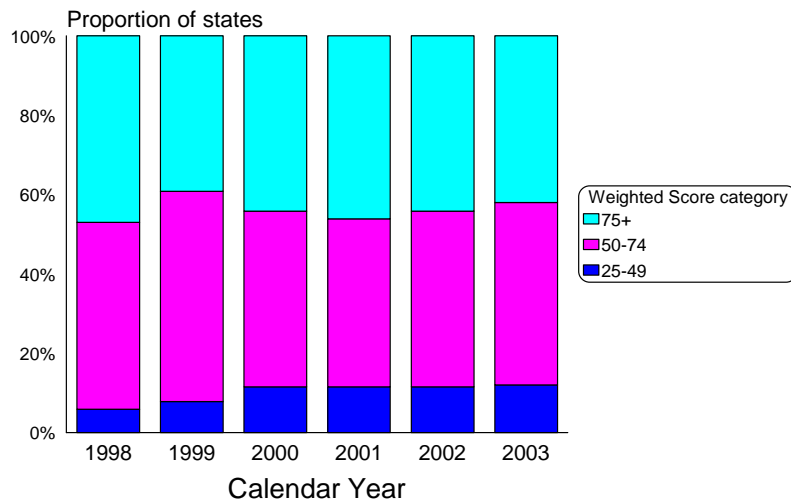


UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

Nonmonetary Determinations Quality

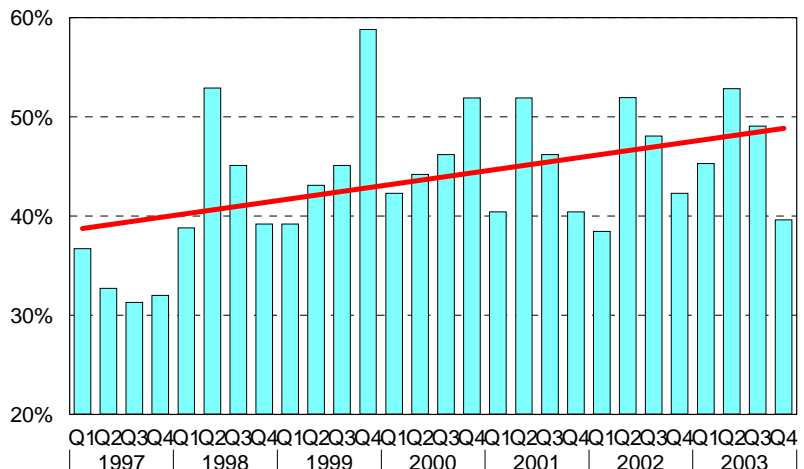
The the number of states meeting the Tier I criterion for nonmonetary determinations quality (75% or more of their cases have scores over 80 points) barely changed from 2002. The number of states with quality scores below 50% also remained unchanged.

NONMONETARY DETERMINATION QUALITY
Distribution of Annualized Weighted Scores
CY 1998 - CY 2003



The percentage of states that would have passed each quarter has trended upward since the first quarter of 1997. A comparison of the annualized and quarterly pass rates suggests, though, that many states' performance is inconsistent from quarter to quarter.

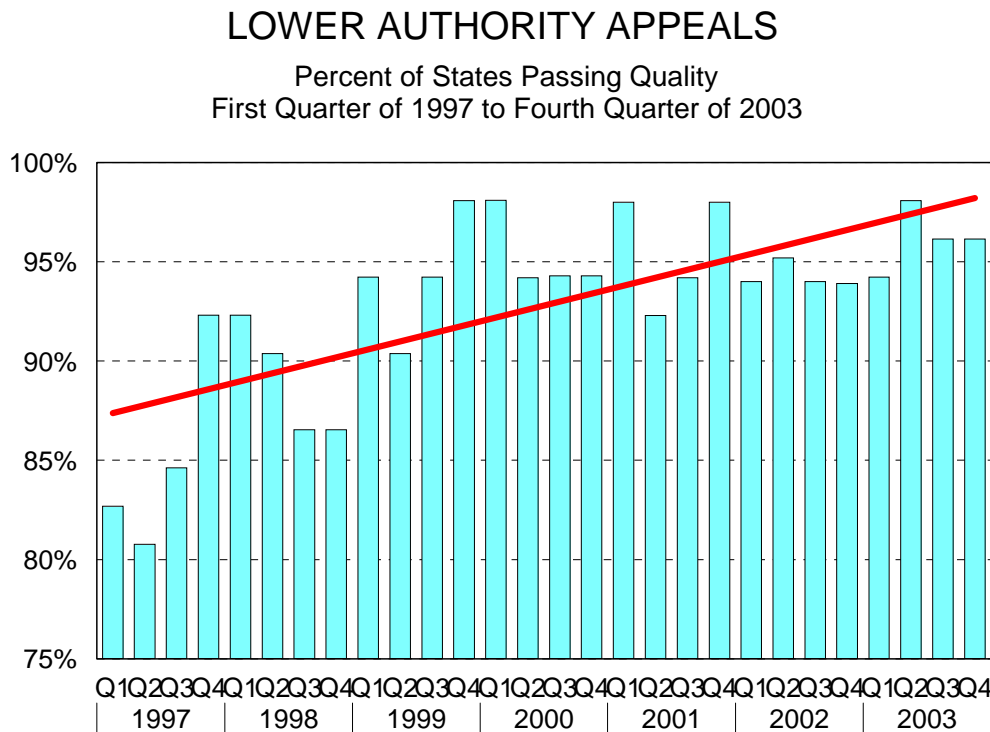
NONMONETARY DETERMINATION QUALITY
Percent of States Passing Nonmonetary Determination Quality
First Quarter of 1997 to Fourth Quarter of 2003



UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

Lower Authority Appeals Quality

UI PERFORMS established a Tier I performance criterion for appeals quality: 80 percent of appeals must pass with at least 85% of potential points. Performance improved in 2003 and has been on an upward trend since 1997.



Benefit Accuracy Measurement Paid Claims Error Rates

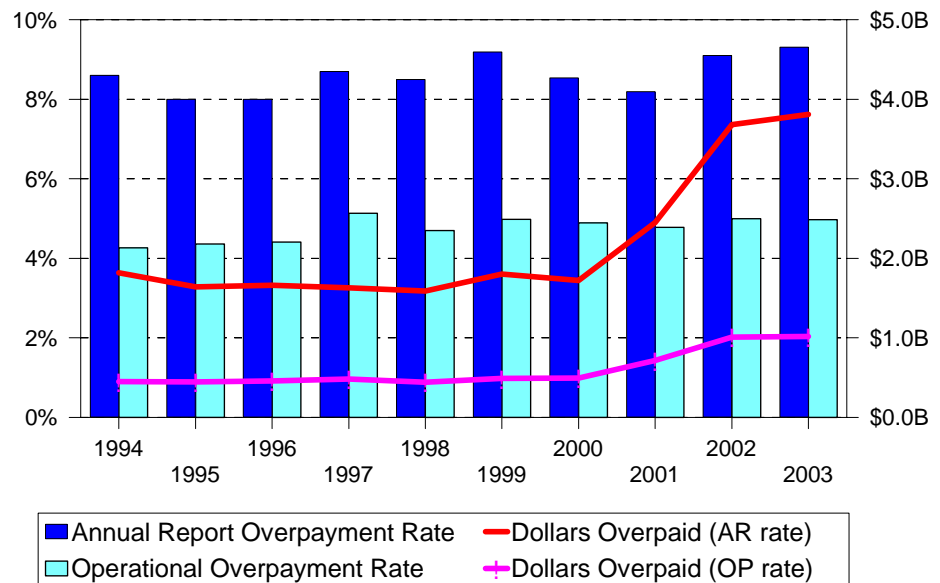
In CY 2003, the weighted BAM Annual Report overpayment rate was 9.3%, and the operational overpayment rate was 5.0%, of benefits paid. The operational overpayment rate, a subset of the Annual Report rate, includes those overpayments that the states are reasonably expected to detect and establish for recovery — fraud and nonfraud recoverable overpayments, excluding work search, employment service (ES) registration, base period wage issues and miscellaneous causes, such as benefits paid during a period of disqualification, redeterminations, and back pay awards. The following chart plots the BAM Annual Report rate and the operational rate for the last ten years. Because the operational rate is more narrowly focused than the Annual Report rate, it is less likely to fluctuate from year to year.

UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

Since 1994 the Annual Report rate has trended upward to a highpoint of 9.3% in 2003, and dollars overpaid advanced to \$3.81B. The much less variable operational overpayment rate has hovered around 5% and, for CY 2003, overpayments are projected to be about \$2B. The substantial increase in dollars overpaid in 2002 and 2003 over previous years was primarily due to the increase in benefits paid.

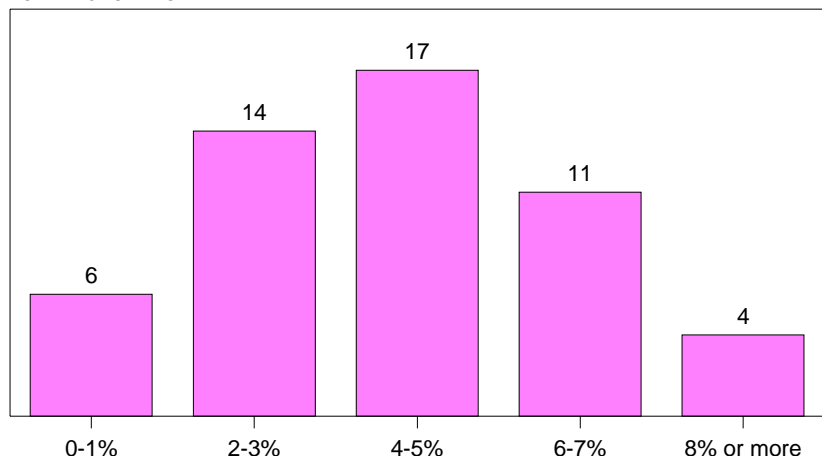
BENEFIT ACCURACY MEASUREMENT

National Estimates
CY 1994 to CY 2003



DISTRIBUTION OF BAM OPERATIONAL OVERPAYMENT RATES CY 2003

NUMBER OF STATES

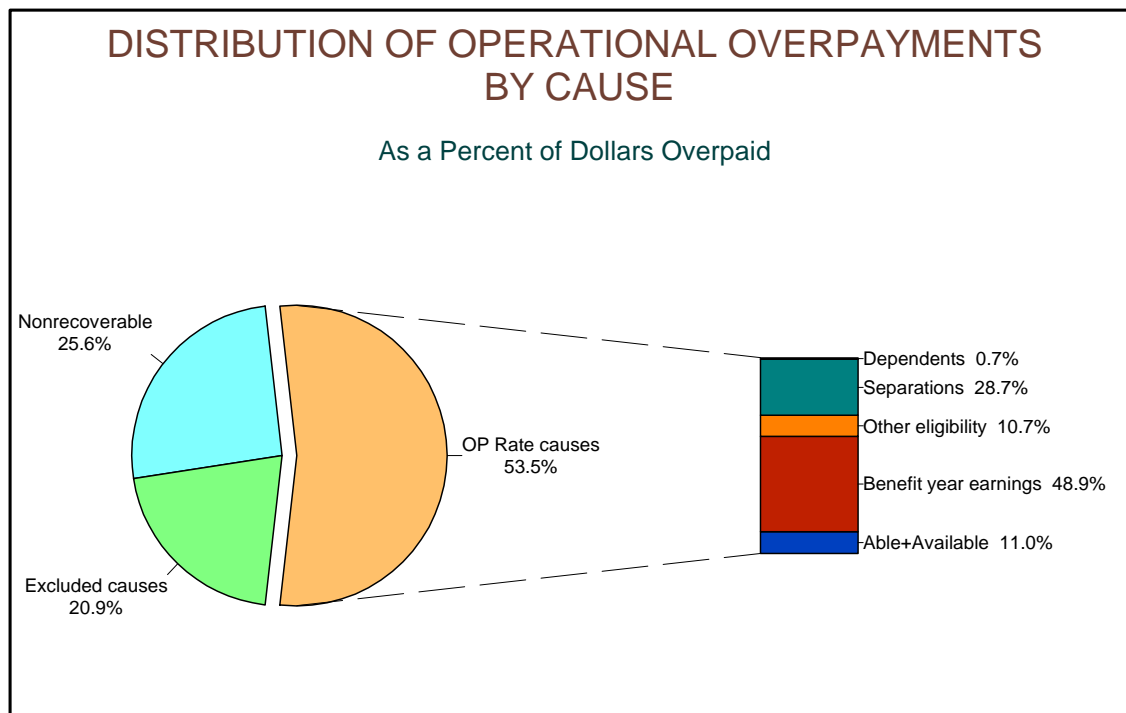


In 2003, thirty-seven of fifty-two states reported operational overpayment rates of less than 6%.

UI PERFORMS ANNUAL REPORT CY 2003

NATIONAL REPORT

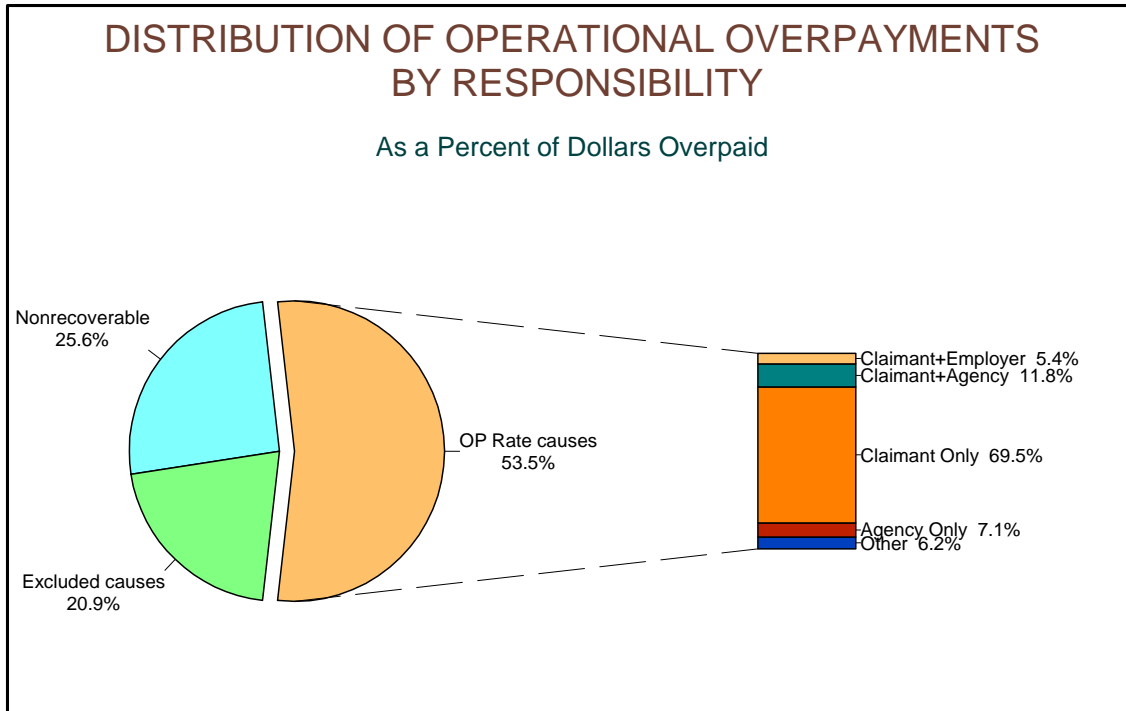
The following two charts, displaying the causes and responsibilities of Operational overpayments, illustrate the relationship between Annual Report overpayments and Operational overpayments. In CY 2003—as in nearly all years for which we have data—operational overpayments were slightly over half of Annual Report overpayments. Most of the overpayments excluded from the Annual Report definition—about a quarter of the Annual Report overpayments—represent nonrecoverable overpayments. The rest constitute recoverable overpayments, but for causes such as work search violations that the Operational overpayment definition excludes because normal state integrity procedures are unlikely to detect them.



The largest cause of dollars overpaid in 2003 was Benefit Year Earnings violations--failing to report all or part of moneys earned or received while claiming benefits during the key week--followed by separations and then able and available issues.

UI PERFORMS ANNUAL REPORT CY 2003
NATIONAL REPORT

Claimants alone were responsible for nearly 70% of the dollars projected, from the operational overpayment rate, to have been paid in error.

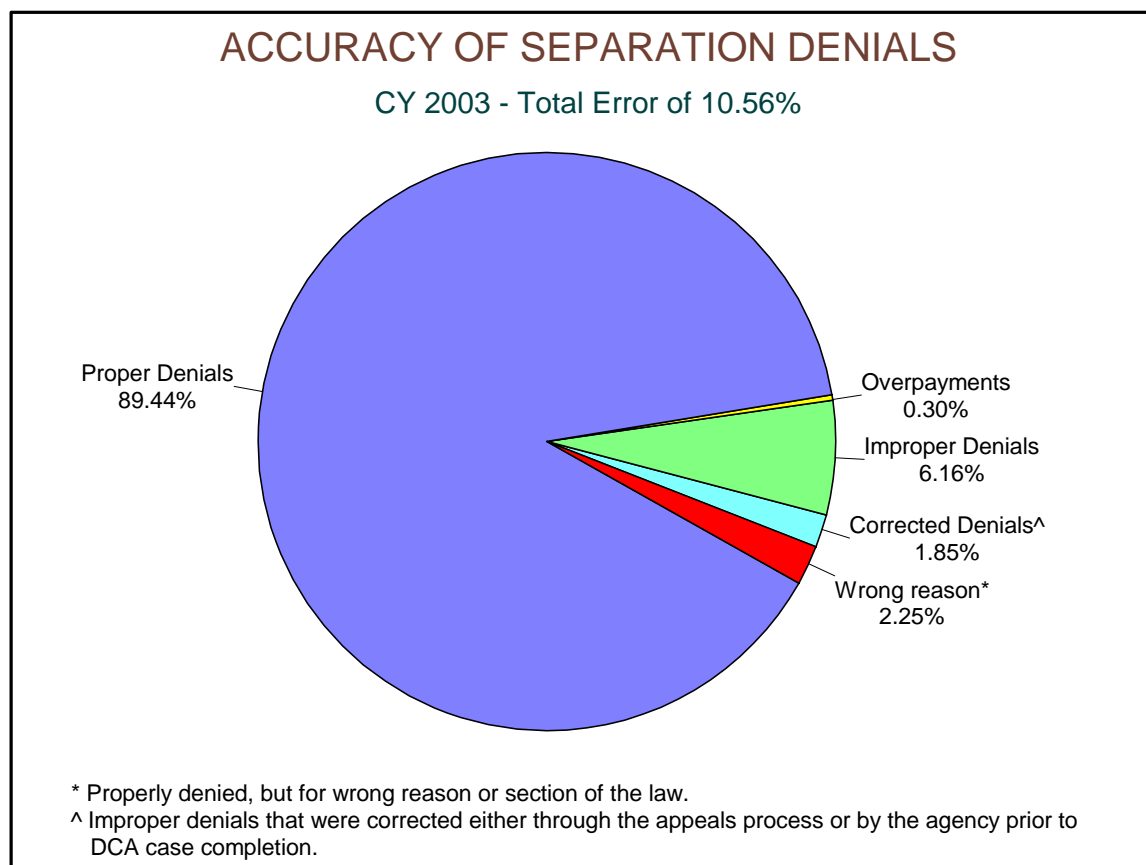


UI PERFORMS ANNUAL REPORT CY 2003

NATIONAL REPORT

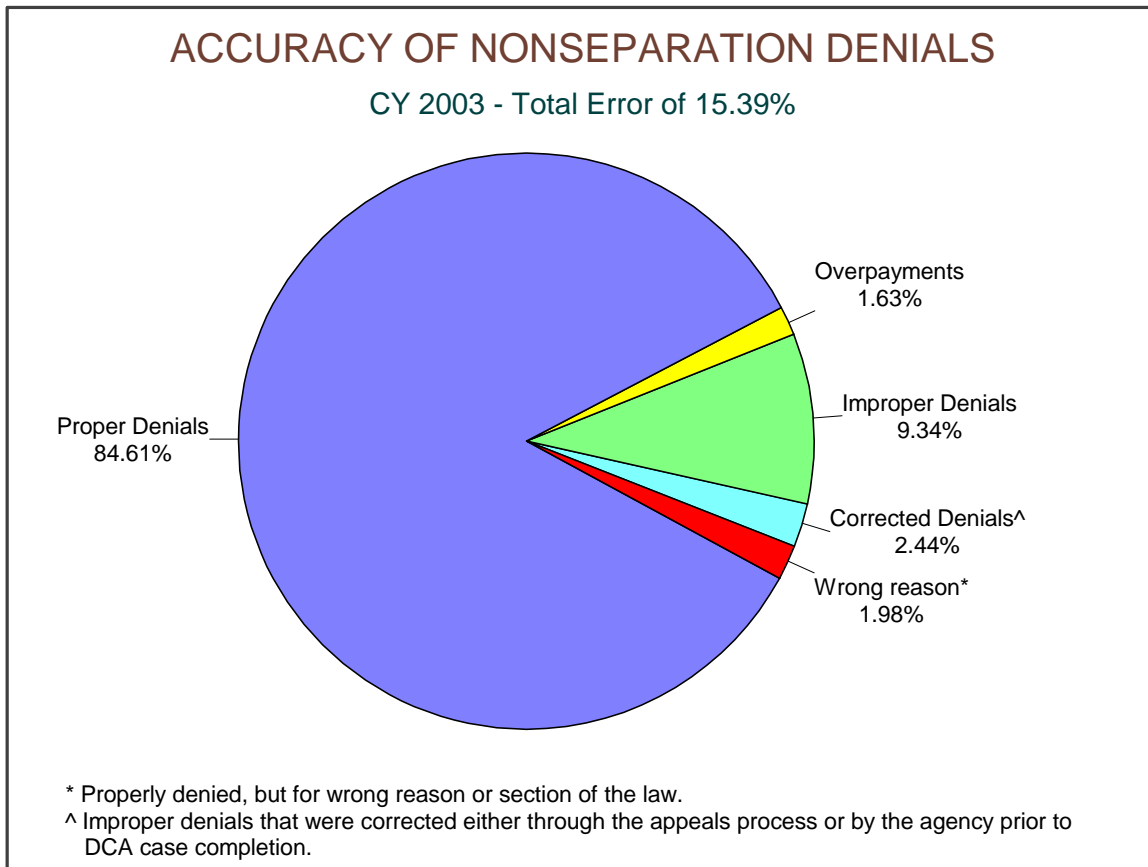
Benefit Accuracy Measurement Denied Claims Error Rates

Almost 90% of separation denials were found to be accurate, the highest accuracy among the three sample types. An additional 4% were either corrected by the agency before the DCA unit completed the case or had been denied for the wrong reason. About 6% of separation denials were found to be inaccurate.



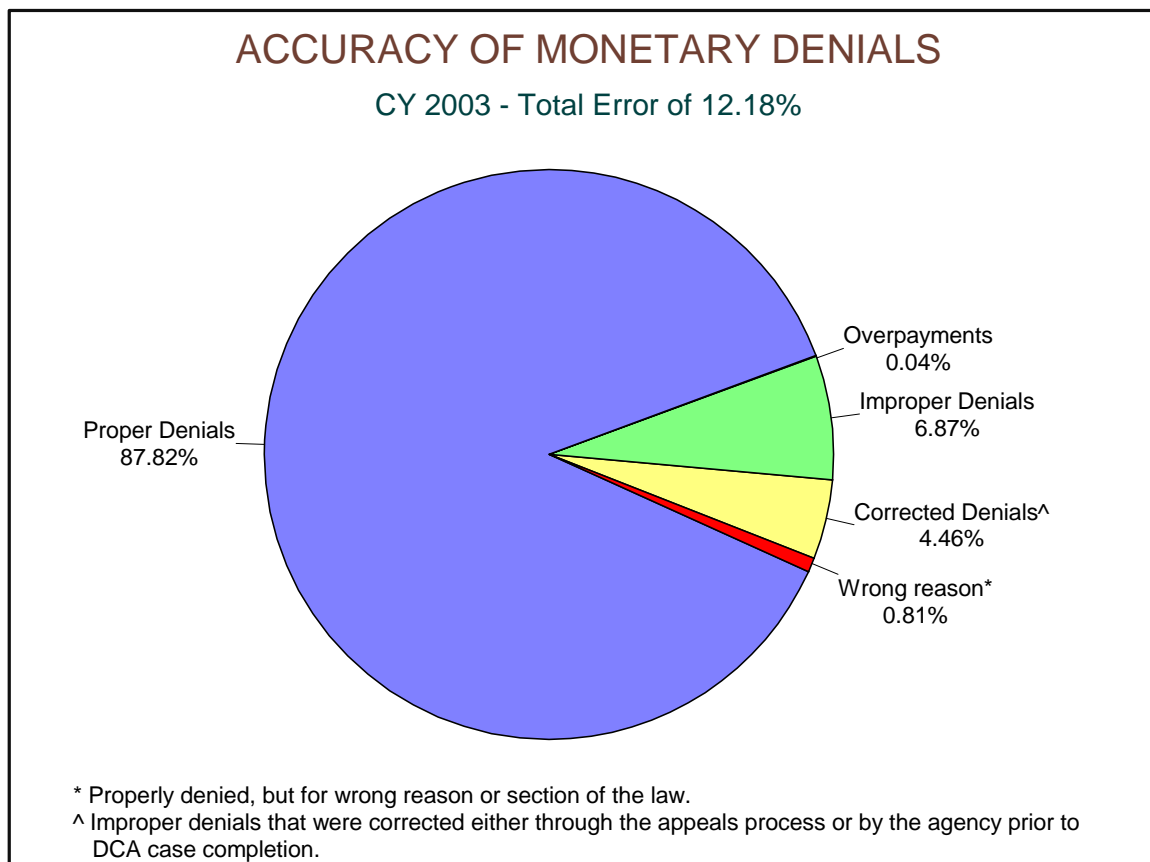
UI PERFORMS ANNUAL REPORT CY 2003
NATIONAL REPORT

Almost 85% of nonseparation denials were found to be accurate. Of the three sample types, nonseparations had the highest error rate of 9.34%. An additional 4% were either corrected by the agency before the DCA unit completed the case or had been denied for the wrong reason.



UI PERFORMS ANNUAL REPORT CY 2003
NATIONAL REPORT

Almost 88% of monetary denials were found to be accurate. An additional 5% were either corrected by the agency before the DCA unit completed the case or had been denied for the wrong reason. About 7% of monetary denials were found to be inaccurate.



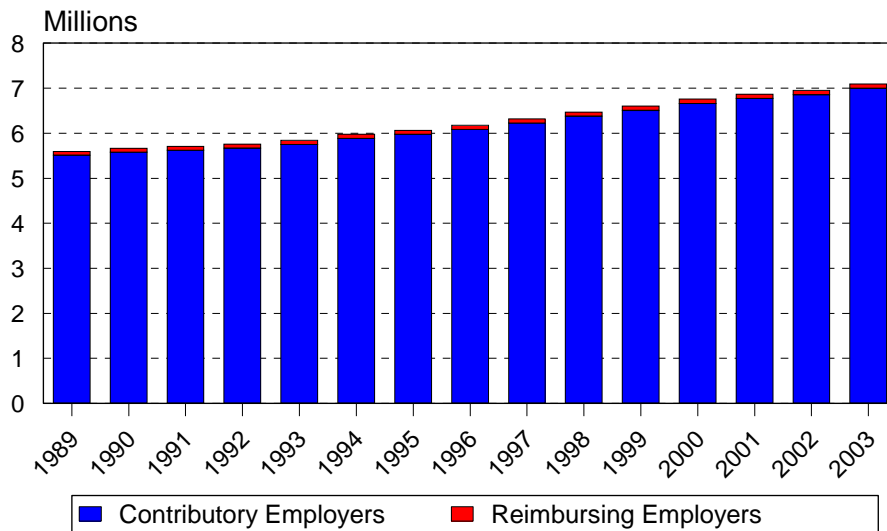
UI PERFORMS ANNUAL REPORT CY 2003 **NATIONAL REPORT**

TAX PROGRAM ACTIVITY AND PERFORMANCE

The number of subject employers has grown fairly steadily at a rate of about 2% a year since 1989 to a total of 7.1 million in 2003. Of these, about 7.0 million, or 99%, were contributory. The slow, steady annual growth in the number of subject employers conceals considerable turnover. Measured by status determination activity, turnover is

NUMBER OF SUBJECT EMPLOYERS

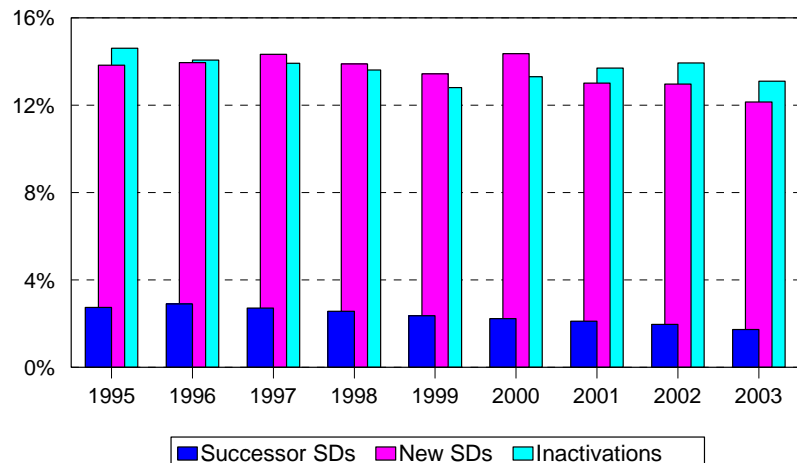
CYs 1989 - 2003



TURNOVER IN EMPLOYER POPULATION

Status Determinations (SDs) as % of Subject Employers
 CYs 1995 - 2003

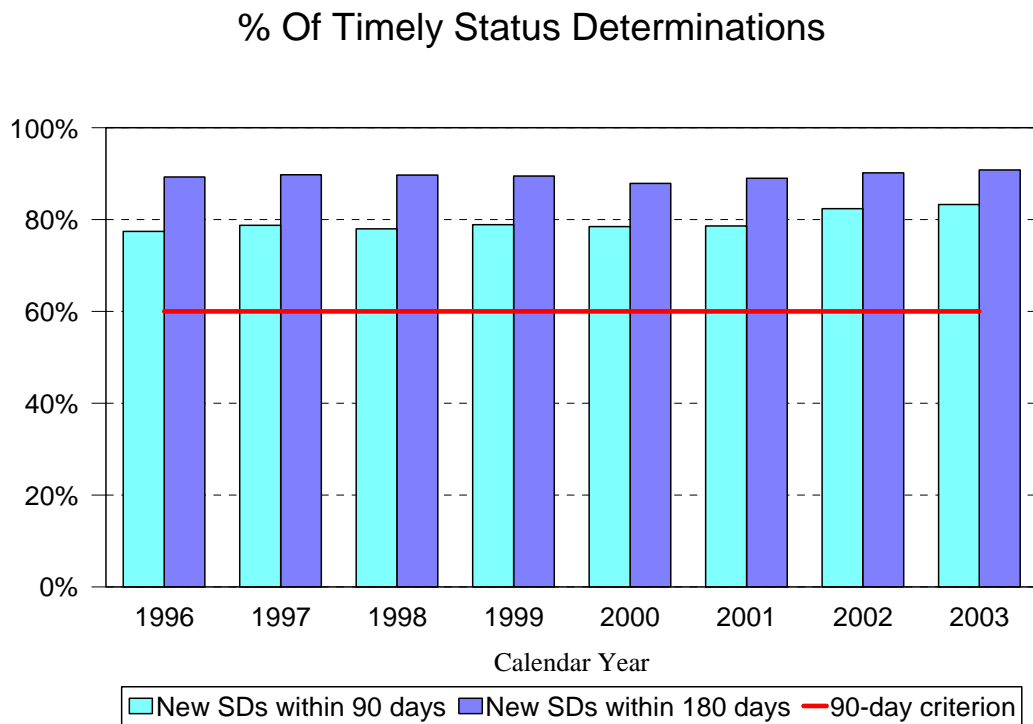
quite high. Each year since 1995, new accounts and inactivations/terminations each amounted to about 13% of liable employers, and successorships close to 2%.



UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

Status Determinations

State performance on new status determinations for both the 90-day and 180-day intervals reached all-time highs of 83.3% and 90.8%, respectively.



Additionally in 2003, all but one state met the 90-day criterion of 60%.

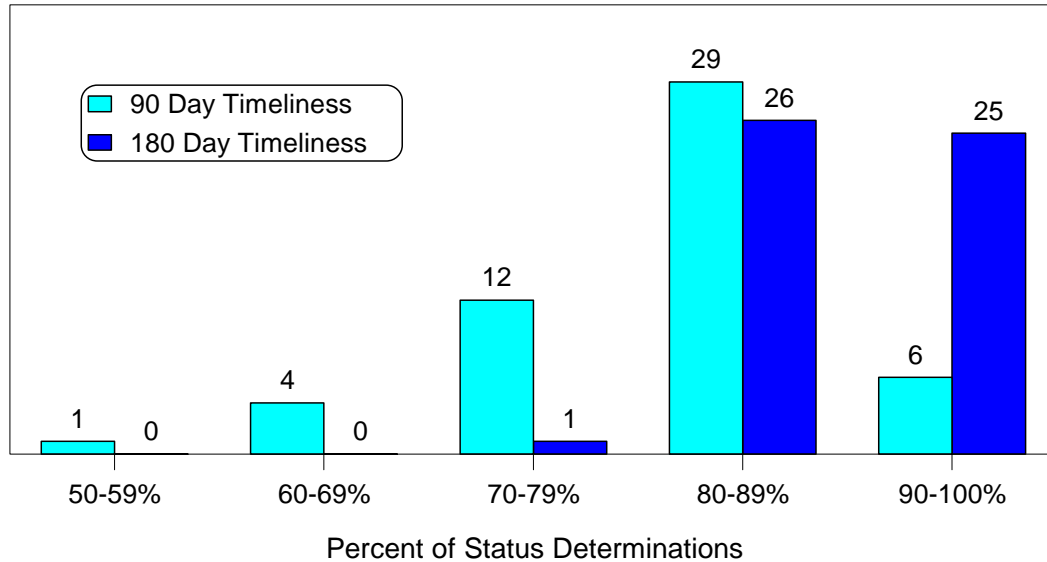
In 2003, the accuracy of new status determinations continued to plummet. Only a third of the states passed their acceptance samples, down from 84% in 2000.

UI PERFORMS ANNUAL REPORT CY 2003
NATIONAL REPORT

TIMELINESS OF STATUS DETERMINATIONS

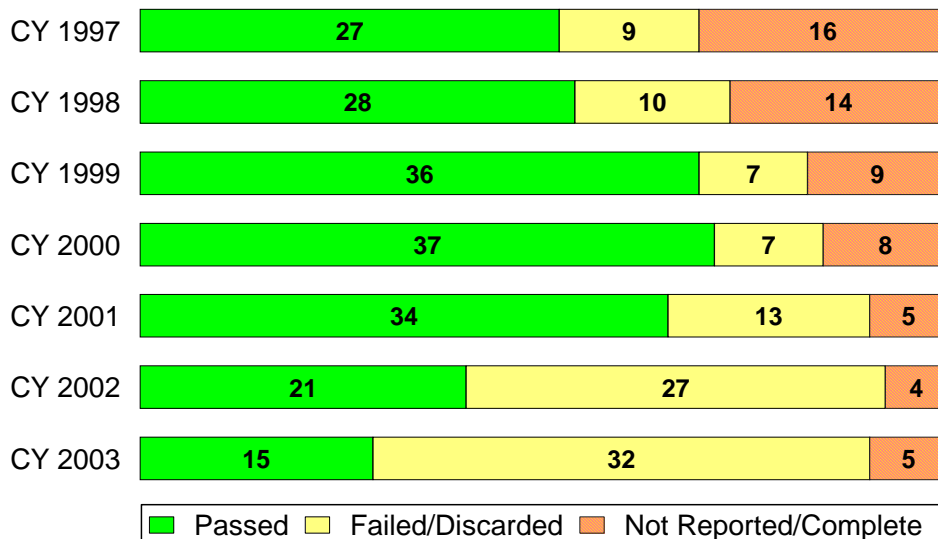
New Employers - CY 2003

Number of States



ACCURACY OF NEW EMPLOYER STATUS DETERMINATIONS

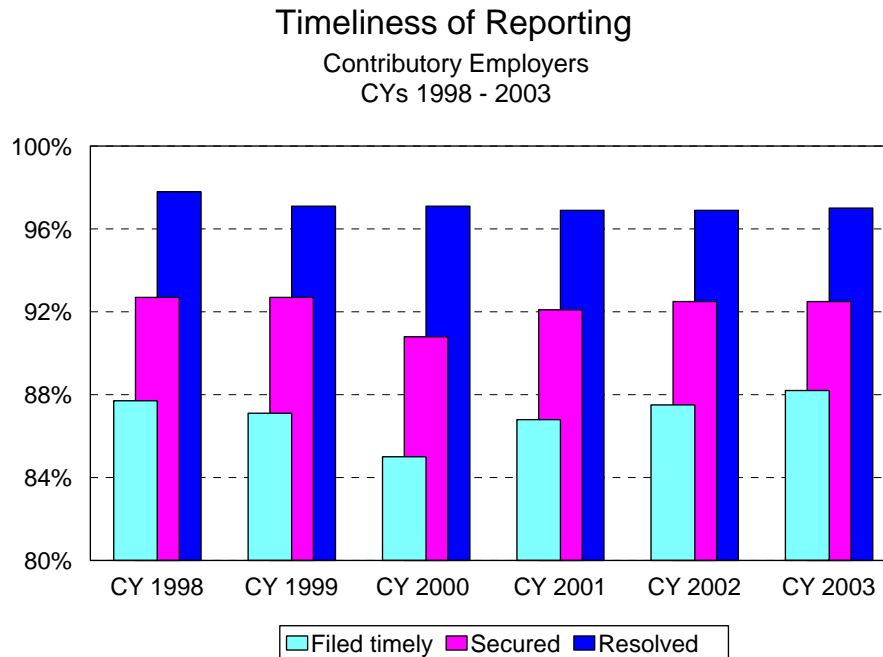
Number of States Passing/Failing Acceptance Sample
 (New SDs pass with ≤ 6 failures)



UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

Report Delinquency

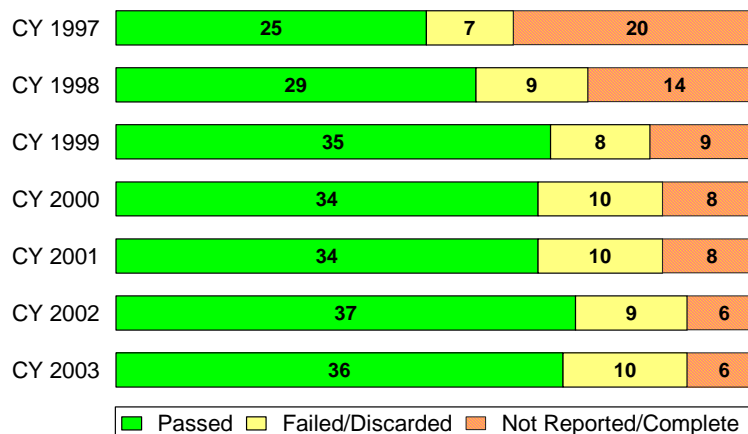
In 2003, states received 88.2% of employers' reports on time, an all-time high. The percentage of employer's whose reports were secured by the end of the quarter following the report quarter and the percentage of employers' whose reports were resolved by the end of the second quarter following the report quarter both held steady at 92.5% and 97%, respectively.



RESOLUTION OF REPORT DELINQUENCIES

Number of States Passing/Failing Acceptance Sample

The number of states passing the acceptance sample for quality in delinquent reports operations has remained fairly steady over the last few years.



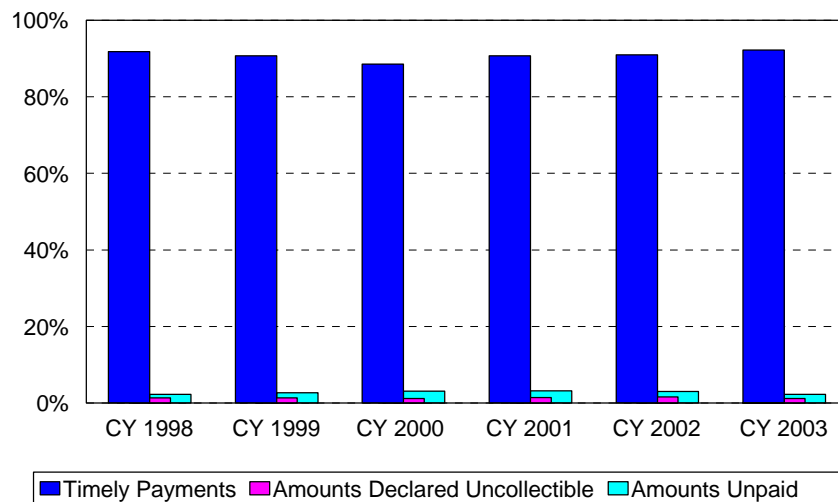
UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

Collections

In 2003 states performed better than ever in collection activities. The proportion of total contributory employers' taxes due that were paid timely reached an all time high of 92.2%. The amounts declared uncollectible dropped to 1.2%. The amounts unpaid declined to 2.3%.

AMOUNTS PAID TIMELY

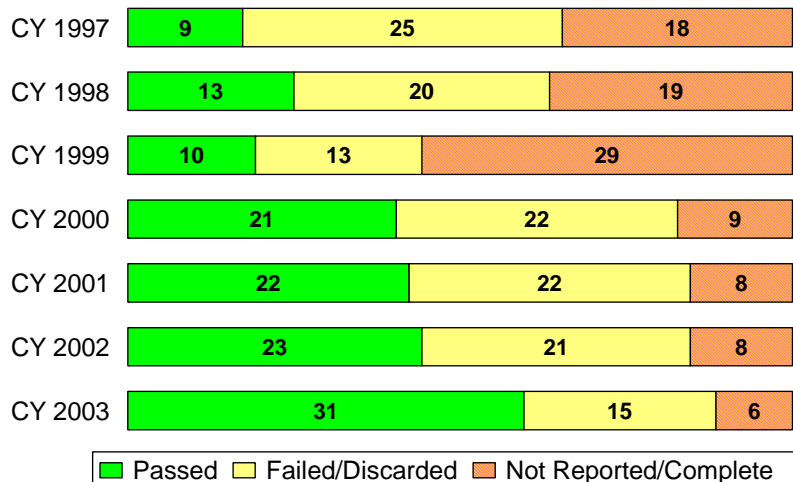
Contributory Employers
CYs 1998 - 2003



COLLECTION OF TAXES DUE

Number of States Passing/Failing Acceptance Sample

Over two-thirds of the states reporting acceptance sample results for quality operation of the collections function passed in 2003.



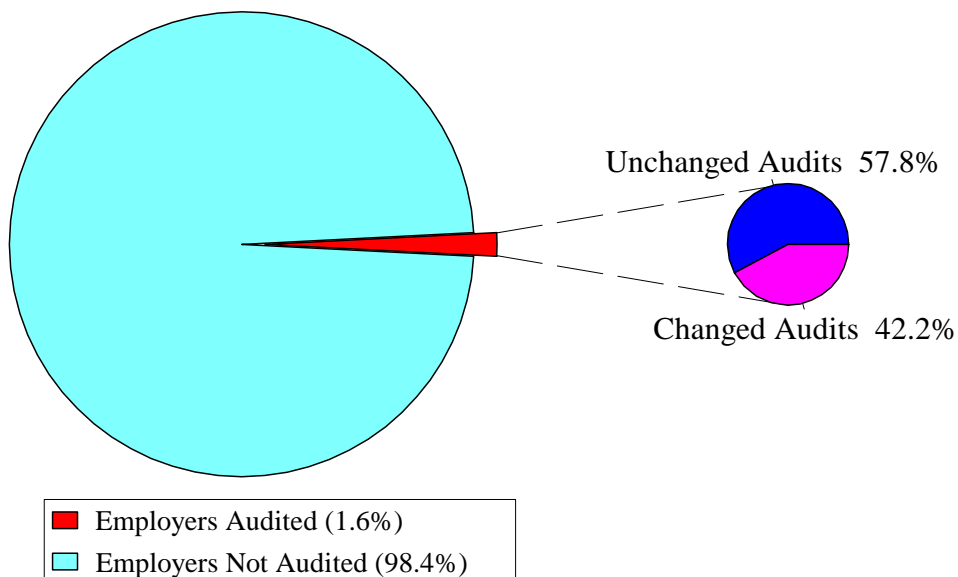
UI PERFORMS ANNUAL REPORT CY 2003
NATIONAL REPORT

Field Audit

In 2002, States audited about 1.6% of contributory employers. About two in five audits resulted in some change in the audited employer's liability or taxes due. The aggregate penetration of wages (about 1%) is lower than that of employers. This suggests that on the whole, many smaller-than-average firms are selected for audit.

FIELD AUDIT PENETRATION AND CHANGE

CY 2003

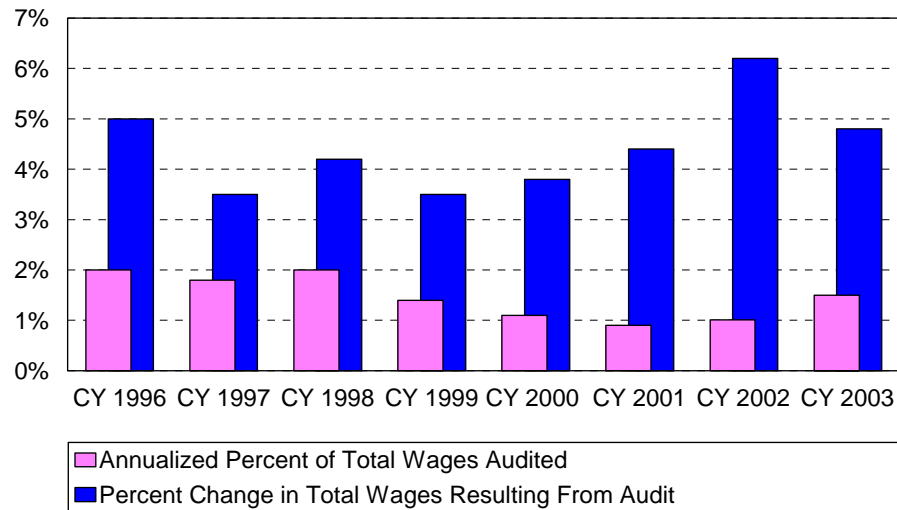


UI PERFORMS ANNUAL REPORT CY 2003 NATIONAL REPORT

FIELD AUDIT RESULTS

Wages Audited vs. Change in Wages
CYs 1996 - 2003

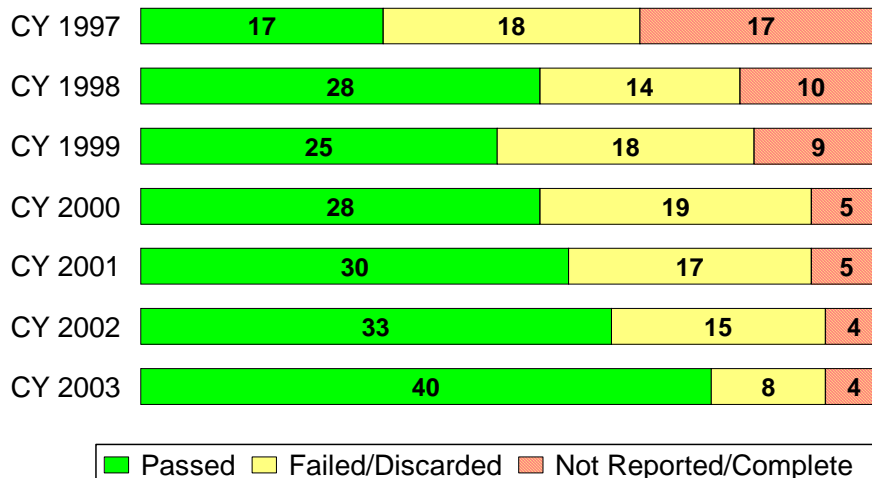
For the country as a whole, these audits resulted in a change of about 4.8% in aggregate wages in 2003, down significantly from the previous year, but above the 1996-2003 average.



Field audit acceptance sample results rose to the highest level of performance to date. In 2003, about 83% of reporting States passed the acceptance sample for satisfaction of Employment Security Manual audit requirements.

QUALITY OF FIELD AUDITS

Number of States Meeting/Not Meeting
ESM Requirement Criterion



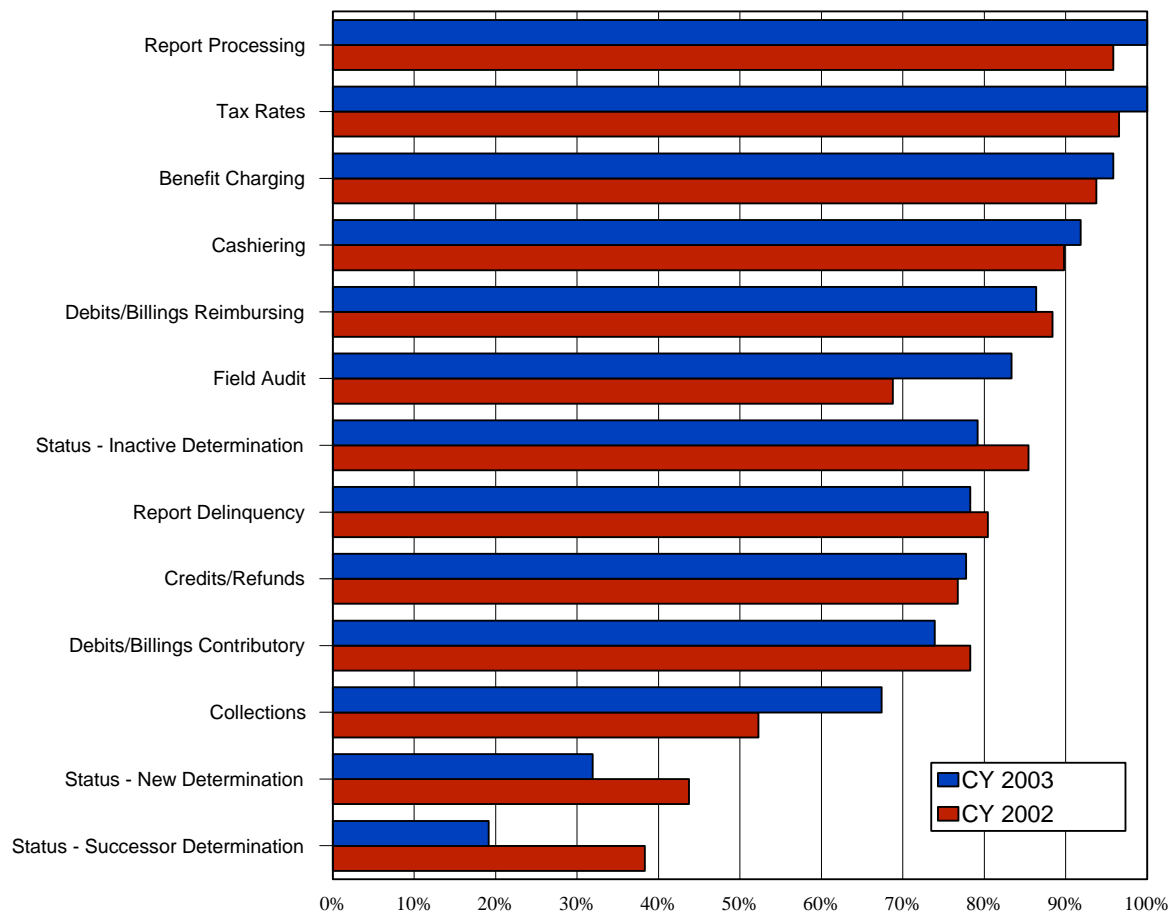
UI PERFORMS ANNUAL REPORT CY 2003 **NATIONAL REPORT**

Account Maintenance

CY 2003 acceptance sample results show improved performance in the accuracy of seven of thirteen tax functions. The greatest performance increase occurred in field audits where the percent of states passing the acceptance sample rose from 69% in 2002 to 83% in 2003. The greatest drop in performance occurred in the accuracy of successor status determinations where the percent of states passing the acceptance sample fell from 38% in 2002 to 19% in 2003. The accuracy of new employer status determinations, a Tier I measure, dropped from 44% in CY 2002 to 32% in CY 2003.

ACCEPTANCE SAMPLE RESULTS

States Passing as a Percent of Reported Samples



<p style="text-align: center;">UI PERFORMS ANNUAL REPORT CY 2003 STATE REPORTS</p>
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The CY 2003 UI PERFORMS results, including data from the Benefit Accuracy Measurement, Benefits Timeliness and Quality, and the Tax Performance System programs, are displayed in a two-page format, individually, for each state. The workloads listed for the Benefits Quality Measures (nonmonetary determinations with scores >80%, lower authority appeals with scores $\geq 85\%$, lower authority appeals passing due process, and the BAM Operational Overpayment rate) shown on the first display page, and the BAM Annual Report rate on the second display page, indicate the number of cases scored. The two-page display includes all Tier I measures and many Tier II measures. The corresponding national data is given as a means of comparison.

The following symbols are used in the State reports:

- * State did not report data as of the following run dates by program:
BAM - September 10, 2004
TPS computed measures - September 8, 2004
TPS acceptance samples - October 14, 2004
BTQ - September 9, 2004
- ^ Workload consists of scored cases (not sampled).
- ~ Proposed criterion
- ^ Scored cases (not sampled)
- + State does not have higher authority appeals
- ** States passed as a percentage of those reported.
- P** State passed acceptance sample.
- F** State failed acceptance sample.
- D** State discarded acceptance sample.
- N** State marked acceptance sample not complete.

A description of the footnotes referred to in the Benefit Accuracy Measurement section of the tabular display can be found in Appendix A.

UI PERFORMS ANNUAL REPORT CY 2003
ALABAMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	109,705	88.6%	88.8%	87%
Intrastate UI, full weeks - 35 Days	109,705	94.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,494	89.9%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,494	94.7%	93.2%	78%
All First Payments - 14/21 Days	123,820	88.4%	88.3%	90% ~
All First Payments - 35 Days	123,820	94.6%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	39,237	73.9%	62.0%	80%
Separation Determ. within 21 Days	47,531	37.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	16,001	48.4%	41.6%	60%
Decisions within 45 Days of Filing`	16,001	78.5%	62.3%	80%
Decisions within 90 Days of Filing	16,001	99.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,955	76.1%	64.1%	50%
Decisions within 75 Days of Filing	2,955	83.4%	85.0%	80%
Decisions within 150 Days of Filing	2,955	98.3%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	2,947	1.6	1.6	none
Higher Authority Appeals (months)	15,893	1.1	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,998	90.0%	90.8%	none
Billings Made within 30 Days	189	50.8%	90.3%	none
Reimbursements Made within 30 Days	184	99.5%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,663,842	89.7%	63.7%	none
Payments Made within 14 Days	1,663,842	95.6%	93.0%	none
Payments Made within 21 Days	1,663,842	97.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,535,317	65.8%	48.2%	none
Nonfraud Overpayment Recovery Rate	7,469,422	53.1%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	231	85.8%	71.2%	75%
LA Appeals with Scores >= 85%	79	100.0%	94.1%	80%
LA Appeals passing due process	79	88.6%	87.2%	none
BAM Operational Overpayment Rate	488	5.2%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
ALABAMA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$307,677,234	\$40,972,133,952
Sample Size		488	24,847
Proper Payment Rate		88.6% +/- 2.8	90.7% +/- .5
Overpayment Rate		11.4% +/- 2.8	9.3% +/- .5
Underpayment Rate		.2% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	169	7,492
	Population	34,222	1,230,141
	Improper Denial Rate	10.7% +/- 5.0	11.3% +/- .8
	Adjusted Improper Denial Rate	8.1% +/- 4.6	6.9 +/- .6
Separation:	Sample Size	152	7,669
	Population	25,168	2,170,249
	Improper Denial Rate	2.5% +/- 2.5	8.0% +/- .6
	Adjusted Improper Denial Rate	2.1% +/- 2.4	6.2% +/- .5
NonSeparation:	Sample Size	176	7,649
	Population	31,797	2,179,517
	Improper Denial Rate	6.4% +/- 3.6	11.8% +/- .7
	Adjusted Improper Denial Rate	4.1% +/- 2.9	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		81.9%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		90.4%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		*	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		96.9%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.7%	2.3%
Appropriate Actions Taken To Collect Tax Due?		*	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		0.7%	4.9%
Percentage Of Contributory Employers Audited		2.1%	1.7%
Annualized Percentage Of Total Wages Audited		1.0%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
ALASKA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	31,188	92.7%	88.8%	87%
Intrastate UI, full weeks - 35 Days	31,188	98.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	14,933	91.3%	80.7%	70%
Interstate UI, full weeks - 35 Days	14,933	97.0%	93.2%	78%
All First Payments - 14/21 Days	50,705	91.9%	88.3%	90% ~
All First Payments - 35 Days	50,705	97.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	30,966	87.7%	62.0%	80%
Separation Determ. within 21 Days	21,099	77.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,583	73.7%	41.6%	60%
Decisions within 45 Days of Filing`	2,583	91.5%	62.3%	80%
Decisions within 90 Days of Filing	2,583	99.5%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	133	82.0%	64.1%	50%
Decisions within 75 Days of Filing	133	96.2%	85.0%	80%
Decisions within 150 Days of Filing	133	100.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	131	0.8	1.6	none
Higher Authority Appeals (months)	2,570	0.7	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,849	90.4%	90.8%	none
Billings Made within 30 Days	199	78.9%	90.3%	none
Reimbursements Made within 30 Days	201	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	710,075	45.8%	63.7%	none
Payments Made within 14 Days	710,075	94.8%	93.0%	none
Payments Made within 21 Days	710,075	97.8%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,769,672	56.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,761,950	84.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	226	79.1%	71.2%	75%
LA Appeals with Scores >= 85%	78	98.7%	94.1%	80%
LA Appeals passing due process	79	88.6%	87.2%	none
BAM Operational Overpayment Rate	421	6.6%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
ALASKA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$140,055,828	\$40,972,133,952
Sample Size		421	24,847
Proper Payment Rate		92.0% +/- 2.7	90.7% +/- .5
Overpayment Rate		8.0% +/- 2.7	9.3% +/- .5
Underpayment Rate		1.1% +/- .7	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	146	7,492
	Population	5,182	1,230,141
	Improper Denial Rate	4.6% +/- 3.5	11.3% +/- .8
	Adjusted Improper Denial Rate	2.9% +/- 3.1	6.9 +/- .6
Separation:	Sample Size	147	7,669
	Population	12,001	2,170,249
	Improper Denial Rate	10.2% +/- 5.7	8.0% +/- .6
	Adjusted Improper Denial Rate	7.8% +/- 4.7	6.2% +/- .5
NonSeparation:	Sample Size	145	7,649
	Population	16,854	2,179,517
	Improper Denial Rate	5.0% +/- 3.6	11.8% +/- .7
	Adjusted Improper Denial Rate	3.7% +/- 3.0	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		88.7%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		*	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		91.0%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		*	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		89.3%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.7%	2.3%
Appropriate Actions Taken To Collect Tax Due?		*	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		6.1%	4.9%
Percentage Of Contributory Employers Audited		1.9%	1.7%
Annualized Percentage Of Total Wages Audited		2.3%	1.3%
Audits Meet Employment Security Manual Requirements?		*	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
ARIZONA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	94,117	90.6%	88.8%	87%
Intrastate UI, full weeks - 35 Days	94,117	97.0%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,915	86.1%	80.7%	70%
Interstate UI, full weeks - 35 Days	4,915	94.7%	93.2%	78%
All First Payments - 14/21 Days	104,015	90.3%	88.3%	90% ~
All First Payments - 35 Days	104,015	96.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	54,722	63.0%	62.0%	80%
Separation Determ. within 21 Days	81,011	84.7%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	28,933	68.2%	41.6%	60%
Decisions within 45 Days of Filing`	28,933	87.5%	62.3%	80%
Decisions within 90 Days of Filing	28,933	96.1%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,263	34.3%	64.1%	50%
Decisions within 75 Days of Filing	3,263	38.2%	85.0%	80%
Decisions within 150 Days of Filing	3,263	89.1%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,263	2.6	1.6	none
Higher Authority Appeals (months)	28,933	1.0	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,011	95.8%	90.8%	none
Billings Made within 30 Days	137	6.6%	90.3%	none
Reimbursements Made within 30 Days	173	49.7%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,898,349	95.7%	63.7%	none
Payments Made within 14 Days	1,898,349	97.9%	93.0%	none
Payments Made within 21 Days	1,898,349	98.6%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,852,495	47.2%	48.2%	none
Nonfraud Overpayment Recovery Rate	8,592,581	25.2%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	372	43.1%	71.2%	75%
LA Appeals with Scores >= 85%	72	97.3%	94.1%	80%
LA Appeals passing due process	74	83.8%	87.2%	none
BAM Operational Overpayment Rate	480	6.7%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
ARIZONA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$331,683,583	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		78.1% +/- 3.8	90.7% +/- .5
Overpayment Rate		21.9% +/- 3.8	9.3% +/- .5
Underpayment Rate		.1% +/- .1	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	17,553	1,230,141
	Improper Denial Rate	13.0% +/- 5.6	11.3% +/- .8
	Adjusted Improper Denial Rate	6.5% +/- 4.0	6.9 +/- .6
Separation:	Sample Size	156	7,669
	Population	33,196	2,170,249
	Improper Denial Rate	10.9% +/- 5.3	8.0% +/- .6
	Adjusted Improper Denial Rate	7.3% +/- 4.2	6.2% +/- .5
NonSeparation:	Sample Size	156	7,649
	Population	39,658	2,179,517
	Improper Denial Rate	12.6% +/- 5.4	11.8% +/- .7
	Adjusted Improper Denial Rate	9.3% +/- 4.5	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		62.8%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		91.5%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		94.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		F	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		4.0%	4.9%
Percentage Of Contributory Employers Audited		1.7%	1.7%
Annualized Percentage Of Total Wages Audited		1.3%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
ARKANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	74,321	92.4%	88.8%	87%
Intrastate UI, full weeks - 35 Days	74,321	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,823	73.6%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,823	93.1%	93.2%	78%
All First Payments - 14/21 Days	100,281	92.6%	88.3%	90% ~
All First Payments - 35 Days	100,281	97.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	14,996	61.4%	62.0%	80%
Separation Determ. within 21 Days	47,994	69.7%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,115	92.7%	41.6%	60%
Decisions within 45 Days of Filing`	14,115	97.6%	62.3%	80%
Decisions within 90 Days of Filing	14,115	99.7%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,686	81.7%	64.1%	50%
Decisions within 75 Days of Filing	2,686	94.6%	85.0%	80%
Decisions within 150 Days of Filing	2,686	98.5%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	2,677	1.4	1.6	none
Higher Authority Appeals (months)	14,064	0.7	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,253	15.8%	90.8%	none
Billings Made within 30 Days	199	98.5%	90.3%	none
Reimbursements Made within 30 Days	185	97.3%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,360,242	94.2%	63.7%	none
Payments Made within 14 Days	1,360,242	98.4%	93.0%	none
Payments Made within 21 Days	1,360,242	98.9%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,854,059	21.4%	48.2%	none
Nonfraud Overpayment Recovery Rate	4,370,181	27.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	231	84.3%	71.2%	75%
LA Appeals with Scores >= 85%	77	97.5%	94.1%	80%
LA Appeals passing due process	79	94.9%	87.2%	none
BAM Operational Overpayment Rate	480	7.6%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
ARKANSAS

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$316,531,933	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		90.8% +/- 2.5	90.7% +/- .5
Overpayment Rate		9.2% +/- 2.5	9.3% +/- .5
Underpayment Rate		.3% +/- .2	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	134	7,492
	Population	6,855	1,230,141
	Improper Denial Rate	19.8% +/- 6.9	11.3% +/- .8
	Adjusted Improper Denial Rate	13.0% +/- 5.9	6.9 +/- .6
Separation:	Sample Size	147	7,669
	Population	29,242	2,170,249
	Improper Denial Rate	8.6% +/- 4.3	8.0% +/- .6
	Adjusted Improper Denial Rate	8.0% +/- 4.1	6.2% +/- .5
NonSeparation:	Sample Size	146	7,649
	Population	18,580	2,179,517
	Improper Denial Rate	16.2% +/- 6.2	11.8% +/- .7
	Adjusted Improper Denial Rate	14.9% +/- 6.0	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		78.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.1%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		98.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.4%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		15.0%	4.9%
Percentage Of Contributory Employers Audited		0.8%	1.7%
Annualized Percentage Of Total Wages Audited		0.6%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
CALIFORNIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	1,250,977	85.3%	88.8%	87%
Intrastate UI, full weeks - 35 Days	1,250,977	96.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	33,514	75.1%	80.7%	70%
Interstate UI, full weeks - 35 Days	33,514	92.4%	93.2%	78%
All First Payments - 14/21 Days	1,392,137	84.3%	88.3%	90% ~
All First Payments - 35 Days	1,392,137	96.4%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	885,548	60.4%	62.0%	80%
Separation Determ. within 21 Days	623,497	87.2%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	242,671	25.3%	41.6%	60%
Decisions within 45 Days of Filing`	242,671	56.1%	62.3%	80%
Decisions within 90 Days of Filing	242,671	92.6%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	16,722	52.2%	64.1%	50%
Decisions within 75 Days of Filing	16,722	82.5%	85.0%	80%
Decisions within 150 Days of Filing	16,722	98.2%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	16,080	1.5	1.6	none
Higher Authority Appeals (months)	228,266	1.8	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	34,189	91.4%	90.8%	none
Billings Made within 30 Days	208	75.0%	90.3%	none
Reimbursements Made within 30 Days	201	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	23,852,138	38.9%	63.7%	none
Payments Made within 14 Days	23,852,138	84.1%	93.0%	none
Payments Made within 21 Days	23,852,138	92.7%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	123,559,821	44.8%	48.2%	none
Nonfraud Overpayment Recovery Rate	72,001,531	12.8%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	346	44.7%	71.2%	75%
LA Appeals with Scores >= 85%	94	59.5%	94.1%	80%
LA Appeals passing due process	158	65.8%	87.2%	none
BAM Operational Overpayment Rate	424	5.0%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
CALIFORNIA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$6,100,860,994	\$40,972,133,952
Sample Size		1,424	24,847
Proper Payment Rate		93.2% +/- 1.4	90.7% +/- .5
Overpayment Rate		6.8% +/- 1.4	9.3% +/- .5
Underpayment Rate		.6% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	293,404	1,230,141
	Improper Denial Rate	3.4% +/- 3.0	11.3% +/- .8
	Adjusted Improper Denial Rate	1.7% +/- 1.9	6.9 +/- .6
Separation:	Sample Size	153	7,669
	Population	354,796	2,170,249
	Improper Denial Rate	6.0% +/- 4.0	8.0% +/- .6
	Adjusted Improper Denial Rate	4.6% +/- 3.8	6.2% +/- .5
NonSeparation:	Sample Size	152	7,649
	Population	486,766	2,179,517
	Improper Denial Rate	9.2% +/- 4.9	11.8% +/- .7
	Adjusted Improper Denial Rate	8.2% +/- 4.5	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		88.7%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		87.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		97.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.9%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		10.8%	4.9%
Percentage Of Contributory Employers Audited		0.1%	1.7%
Annualized Percentage Of Total Wages Audited		0.1%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
COLORADO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	72,326	89.3%	88.8%	87%
Intrastate UI, full weeks - 35 Days	72,326	95.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	3,770	84.2%	80.7%	70%
Interstate UI, full weeks - 35 Days	3,770	94.6%	93.2%	78%
All First Payments - 14/21 Days	81,227	88.9%	88.3%	90% ~
All First Payments - 35 Days	81,227	95.9%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	103,169	55.1%	62.0%	80%
Separation Determ. within 21 Days	106,834	40.2%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	24,416	23.8%	41.6%	60%
Decisions within 45 Days of Filing`	24,416	55.6%	62.3%	80%
Decisions within 90 Days of Filing	24,416	97.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,330	52.9%	64.1%	50%
Decisions within 75 Days of Filing	2,330	90.6%	85.0%	80%
Decisions within 150 Days of Filing	2,330	97.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	2,313	2.6	1.6	none
Higher Authority Appeals (months)	24,142	0.9	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	11,902	100.0%	90.8%	none
Billings Made within 30 Days	201	100.0%	90.3%	none
Reimbursements Made within 30 Days	204	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,120,836	45.5%	63.7%	none
Payments Made within 14 Days	2,120,836	94.7%	93.0%	none
Payments Made within 21 Days	2,120,836	97.4%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,574,766	35.6%	48.2%	none
Nonfraud Overpayment Recovery Rate	9,237,413	50.0%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	357	39.8%	71.2%	75%
LA Appeals with Scores >= 85%	77	97.5%	94.1%	80%
LA Appeals passing due process	79	87.3%	87.2%	none
BAM Operational Overpayment Rate	434	1.6%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
COLORADO

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$515,444,893	\$40,972,133,952
Sample Size		434	24,847
Proper Payment Rate		92.0% +/- 2.5	90.7% +/- .5
Overpayment Rate		8.0% +/- 2.5	9.3% +/- .5
Underpayment Rate		.4% +/- .3	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	122	7,492
	Population	2,852	1,230,141
	Improper Denial Rate	38.6% +/- 9.7	11.3% +/- .8
	Adjusted Improper Denial Rate	11.8% +/- 5.6	6.9 +/- .6
Separation:	Sample Size	149	7,669
	Population	81,898	2,170,249
	Improper Denial Rate	7.1% +/- 4.5	8.0% +/- .6
	Adjusted Improper Denial Rate	5.6% +/- 4.0	6.2% +/- .5
NonSeparation:	Sample Size	149	7,649
	Population	136,108	2,179,517
	Improper Denial Rate	7.6% +/- 5.1	11.8% +/- .7
	Adjusted Improper Denial Rate	4.3% +/- 3.7	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		90.0%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		102.3%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.6%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		*	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		3.5%	4.9%
Percentage Of Contributory Employers Audited		2.2%	1.7%
Annualized Percentage Of Total Wages Audited		1.5%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
CONNECTICUT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	116,328	88.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	116,328	96.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,310	84.5%	80.7%	70%
Interstate UI, full weeks - 35 Days	5,310	93.3%	93.2%	78%
All First Payments - 14/21 Days	153,413	88.1%	88.3%	90% ~
All First Payments - 35 Days	153,413	96.0%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	38,151	43.8%	62.0%	80%
Separation Determ. within 21 Days	56,324	64.8%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	19,003	27.9%	41.6%	60%
Decisions within 45 Days of Filing`	19,003	44.1%	62.3%	80%
Decisions within 90 Days of Filing	19,003	65.3%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,891	58.8%	64.1%	50%
Decisions within 75 Days of Filing	1,891	79.6%	85.0%	80%
Decisions within 150 Days of Filing	1,891	95.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	1,891	2.0	1.6	none
Higher Authority Appeals (months)	19,004	4.3	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,937	86.5%	90.8%	none
Billings Made within 30 Days	197	100.0%	90.3%	none
Reimbursements Made within 30 Days	207	74.4%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,587,075	93.1%	63.7%	none
Payments Made within 14 Days	2,587,075	96.5%	93.0%	none
Payments Made within 21 Days	2,587,075	97.8%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	8,026,646	72.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	5,112,998	152.5%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	373	62.3%	71.2%	75%
LA Appeals with Scores >= 85%	73	97.3%	94.1%	80%
LA Appeals passing due process	75	82.7%	87.2%	none
BAM Operational Overpayment Rate	408	3.2%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
CONNECTICUT

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$702,220,954	\$40,972,133,952
Sample Size		408	24,847
Proper Payment Rate		95.6% +/- 1.7	90.7% +/- .5
Overpayment Rate		4.4% +/- 1.7	9.3% +/- .5
Underpayment Rate		.3% +/- .2	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	134	7,492
	Population	13,522	1,230,141
	Improper Denial Rate	17.0% +/- 7.3	11.3% +/- .8
	Adjusted Improper Denial Rate	8.8% +/- 4.8	6.9 +/- .6
Separation:	Sample Size	121	7,669
	Population	14,210	2,170,249
	Improper Denial Rate	6.0% +/- 4.7	8.0% +/- .6
	Adjusted Improper Denial Rate	2.6% +/- 2.5	6.2% +/- .5
NonSeparation:	Sample Size	121	7,649
	Population	17,863	2,179,517
	Improper Denial Rate	15.6% +/- 6.0	11.8% +/- .7
	Adjusted Improper Denial Rate	13.6% +/- 6.4	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		88.2%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		90.7%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		96.5%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.2%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		6.2%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		1.2%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
DELAWARE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	23,550	91.4%	88.8%	87%
Intrastate UI, full weeks - 35 Days	23,550	95.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,713	83.8%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,713	92.2%	93.2%	78%
All First Payments - 14/21 Days	32,749	90.4%	88.3%	90% ~
All First Payments - 35 Days	32,749	95.3%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	3,255	58.6%	62.0%	80%
Separation Determ. within 21 Days	11,938	74.7%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,113	77.1%	41.6%	60%
Decisions within 45 Days of Filing`	4,113	91.0%	62.3%	80%
Decisions within 90 Days of Filing	4,113	98.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	929	66.2%	64.1%	50%
Decisions within 75 Days of Filing	929	93.5%	85.0%	80%
Decisions within 150 Days of Filing	929	99.7%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	924	1.4	1.6	none
Higher Authority Appeals (months)	4,088	0.9	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,200	100.0%	90.8%	none
Billings Made within 30 Days	167	100.0%	90.3%	none
Reimbursements Made within 30 Days	160	99.4%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	500,143	76.8%	63.7%	none
Payments Made within 14 Days	500,143	91.1%	93.0%	none
Payments Made within 21 Days	500,143	95.4%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	363,302	106.1%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,403,961	60.1%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	227	74.4%	71.2%	75%
LA Appeals with Scores >= 85%	77	97.5%	94.1%	80%
LA Appeals passing due process	79	72.2%	87.2%	none
BAM Operational Overpayment Rate	316	11.9%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

**UI PERFORMS ANNUAL REPORT CY 2003
DELAWARE**

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$104,096,549	\$40,972,133,952
Sample Size		316	24,847
Proper Payment Rate		85.3% +/- 4.4	90.7% +/- .5
Overpayment Rate		14.7% +/- 4.4	9.3% +/- .5
Underpayment Rate		1.5% +/- 1.0	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	134	7,492
	Population	570	1,230,141
	Improper Denial Rate	43.1% +/- 8.7	11.3% +/- .8
	Adjusted Improper Denial Rate	15.5% +/- 5.6	6.9 +/- .6
Separation:	Sample Size	136	7,669
	Population	5,690	2,170,249
	Improper Denial Rate	6.5% +/- 4.6	8.0% +/- .6
	Adjusted Improper Denial Rate	5.7% +/- 4.3	6.2% +/- .5
NonSeparation:	Sample Size	137	7,649
	Population	2,245	2,179,517
	Improper Denial Rate	12.5% +/- 6.5	11.8% +/- .7
	Adjusted Improper Denial Rate	11.8% +/- 6.4	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		75.2%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.8%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		N	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		83.6%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		13.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		N	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.3%	4.9%
Percentage Of Contributory Employers Audited		1.5%	1.7%
Annualized Percentage Of Total Wages Audited		0.8%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
DISTRICT OF COLUMBIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	12,692	75.7%	88.8%	87%
Intrastate UI, full weeks - 35 Days	12,692	91.3%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	7,188	65.2%	80.7%	70%
Interstate UI, full weeks - 35 Days	7,188	89.9%	93.2%	78%
All First Payments - 14/21 Days	22,067	71.5%	88.3%	90% ~
All First Payments - 35 Days	22,067	90.6%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	2,514	36.9%	62.0%	80%
Separation Determ. within 21 Days	10,718	41.1%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,129	63.7%	41.6%	60%
Decisions within 45 Days of Filing`	3,129	82.2%	62.3%	80%
Decisions within 90 Days of Filing	3,129	95.2%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	591	32.0%	64.1%	50%
Decisions within 75 Days of Filing	591	69.7%	85.0%	80%
Decisions within 150 Days of Filing	591	96.3%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	591	1.7	1.6	none
Higher Authority Appeals (months)	2,948	0.4	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,955	86.9%	90.8%	none
Billings Made within 30 Days	106	97.2%	90.3%	none
Reimbursements Made within 30 Days	96	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	510,731	34.4%	63.7%	none
Payments Made within 14 Days	510,731	77.1%	93.0%	none
Payments Made within 21 Days	510,731	87.3%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,792,287	19.1%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,103,812	49.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	212	63.6%	71.2%	75%
LA Appeals with Scores >= 85%	69	86.3%	94.1%	80%
LA Appeals passing due process	80	85.0%	87.2%	none
BAM Operational Overpayment Rate	360	9.1%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
DISTRICT OF COLUMBIA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$112,446,589	\$40,972,133,952
Sample Size		360	24,847
Proper Payment Rate		90.1% +/- 3.1	90.7% +/- .5
Overpayment Rate		9.9% +/- 3.1	9.3% +/- .5
Underpayment Rate		.8% +/- .5	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	138	7,492
	Population	1,556	1,230,141
	Improper Denial Rate	45.9% +/- 8.5	11.3% +/- .8
	Adjusted Improper Denial Rate	24.0% +/- 7.7	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	4,228	2,170,249
	Improper Denial Rate	13.6% +/- 5.7	8.0% +/- .6
	Adjusted Improper Denial Rate	4.6% +/- 3.7	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	2,474	2,179,517
	Improper Denial Rate	4.1% +/- 2.5	11.8% +/- .7
	Adjusted Improper Denial Rate	2.9% +/- 2.5	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		79.7%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		*	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		87.1%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		*	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		90.2%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		2.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		4.9%	2.3%
Appropriate Actions Taken To Collect Tax Due?		*	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		*	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		*	4.9%
Percentage Of Contributory Employers Audited		*	1.7%
Annualized Percentage Of Total Wages Audited		*	1.3%
Audits Meet Employment Security Manual Requirements?		*	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
FLORIDA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	310,296	90.1%	88.8%	87%
Intrastate UI, full weeks - 35 Days	310,296	95.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	7,849	86.5%	80.7%	70%
Interstate UI, full weeks - 35 Days	7,849	94.1%	93.2%	78%
All First Payments - 14/21 Days	330,089	89.7%	88.3%	90% ~
All First Payments - 35 Days	330,089	95.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	65,549	48.8%	62.0%	80%
Separation Determ. within 21 Days	191,998	67.5%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	83,158	49.3%	41.6%	60%
Decisions within 45 Days of Filing`	83,158	72.0%	62.3%	80%
Decisions within 90 Days of Filing	83,158	86.9%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	13,423	65.2%	64.1%	50%
Decisions within 75 Days of Filing	13,423	90.4%	85.0%	80%
Decisions within 150 Days of Filing	13,423	98.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	13,374	1.2	1.6	none
Higher Authority Appeals (months)	82,777	1.8	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	28,166	99.2%	90.8%	none
Billings Made within 30 Days	208	100.0%	90.3%	none
Reimbursements Made within 30 Days	206	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,927,414	44.4%	63.7%	none
Payments Made within 14 Days	4,927,414	91.1%	93.0%	none
Payments Made within 21 Days	4,927,414	95.6%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,115,817	41.2%	48.2%	none
Nonfraud Overpayment Recovery Rate	23,814,825	33.3%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	341	64.8%	71.2%	75%
LA Appeals with Scores >= 85%	144	94.1%	94.1%	80%
LA Appeals passing due process	153	91.5%	87.2%	none
BAM Operational Overpayment Rate	480	4.0%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
FLORIDA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$1,175,152,009	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		95.1% +/- 1.9	90.7% +/- .5
Overpayment Rate		4.9% +/- 1.9	9.3% +/- .5
Underpayment Rate		.4% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	155	7,492
	Population	38,203	1,230,141
	Improper Denial Rate	4.2% +/- 2.5	11.3% +/- .8
	Adjusted Improper Denial Rate	1.4% +/- 1.6	6.9 +/- .6
Separation:	Sample Size	156	7,669
	Population	91,430	2,170,249
	Improper Denial Rate	3.7% +/- 2.8	8.0% +/- .6
	Adjusted Improper Denial Rate	.6% +/- 1.2	6.2% +/- .5
NonSeparation:	Sample Size	156	7,649
	Population	36,891	2,179,517
	Improper Denial Rate	4.2% +/- 3.2	11.8% +/- .7
	Adjusted Improper Denial Rate	3.3% +/- 3.0	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		83.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		86.8%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		76.7%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		3.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due		8.5%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.4%	4.9%
Percentage Of Contributory Employers Audited		2.2%	1.7%
Annualized Percentage Of Total Wages Audited		1.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
GEORGIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	206,506	91.1%	88.8%	87%
Intrastate UI, full weeks - 35 Days	206,506	95.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,516	76.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	5,516	90.5%	93.2%	78%
All First Payments - 14/21 Days	255,585	90.3%	88.3%	90% ~
All First Payments - 35 Days	255,585	95.6%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	36,202	45.9%	62.0%	80%
Separation Determ. within 21 Days	116,703	74.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	42,121	47.8%	41.6%	60%
Decisions within 45 Days of Filing`	42,121	81.7%	62.3%	80%
Decisions within 90 Days of Filing	42,121	96.7%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	6,518	99.3%	64.1%	50%
Decisions within 75 Days of Filing	6,518	100.0%	85.0%	80%
Decisions within 150 Days of Filing	6,518	100.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	6,490	0.9	1.6	none
Higher Authority Appeals (months)	42,058	1.2	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	17,854	94.7%	90.8%	none
Billings Made within 30 Days	207	100.0%	90.3%	none
Reimbursements Made within 30 Days	205	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,104,773	89.2%	63.7%	none
Payments Made within 14 Days	3,104,773	95.4%	93.0%	none
Payments Made within 21 Days	3,104,773	97.1%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,217,328	22.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	18,037,908	17.2%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	387	71.2%	71.2%	75%
LA Appeals with Scores >= 85%	69	90.8%	94.1%	80%
LA Appeals passing due process	76	81.6%	87.2%	none
BAM Operational Overpayment Rate	480	3.5%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
GEORGIA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$689,844,089	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		94.3% +/- 2.3	90.7% +/- .5
Overpayment Rate		5.7% +/- 2.3	9.3% +/- .5
Underpayment Rate		.5% +/- .4	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	151	7,492
	Population	30,657	1,230,141
	Improper Denial Rate	17.0% +/- 6.9	11.3% +/- .8
	Adjusted Improper Denial Rate	10.5% +/- 5.6	6.9 +/- .6
Separation:	Sample Size	152	7,669
	Population	72,187	2,170,249
	Improper Denial Rate	1.9% +/- 2.1	8.0% +/- .6
	Adjusted Improper Denial Rate	1.9% +/- 2.1	6.2% +/- .5
NonSeparation:	Sample Size	152	7,649
	Population	32,793	2,179,517
	Improper Denial Rate	3.6% +/- 3.2	11.8% +/- .7
	Adjusted Improper Denial Rate	2.9% +/- 2.9	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		91.1%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		87.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		86.3%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.4%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		0.7%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		1.2%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
HAWAII

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL CRITERION RESULTS	
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	23,712	89.4%	88.8%	87%
Intrastate UI, full weeks - 35 Days	23,712	95.5%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,234	86.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,234	95.3%	93.2%	78%
All First Payments - 14/21 Days	30,978	88.5%	88.3%	90% ~
All First Payments - 35 Days	30,978	95.9%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	34,414	92.0%	62.0%	80%
Separation Determ. within 21 Days	15,095	90.6%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,865	64.3%	41.6%	60%
Decisions within 45 Days of Filing`	3,865	86.2%	62.3%	80%
Decisions within 90 Days of Filing	3,865	95.5%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	64.1%	50%
Decisions within 75 Days of Filing	+	+	85.0%	80%
Decisions within 150 Days of Filing	+	+	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,801	3.0	1.6	none
Higher Authority Appeals (months)	+	+	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	1,480	100.0%	90.8%	none
Billings Made within 30 Days	161	100.0%	90.3%	none
Reimbursements Made within 30 Days	152	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	456,889	44.9%	63.7%	none
Payments Made within 14 Days	456,889	90.4%	93.0%	none
Payments Made within 21 Days	456,889	96.1%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	525,145	37.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,358,103	46.7%	43.0%	none
<i>Benefit Quality Measures[^]</i>				
Nonmon. Determin. with Scores > 80%	231	82.5%	71.2%	75%
LA Appeals with Scores >= 85%	75	96.2%	94.1%	80%
LA Appeals passing due process	78	94.9%	87.2%	none
BAM Operational Overpayment Rate	481	2.0%	5.0%	none

+ state does not have higher authority appeals.

~ Proposed criterion

[^] Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
HAWAII

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$142,645,510	\$40,972,133,952
Sample Size		481	24,847
Proper Payment Rate		94.8% +/- 2.0	90.7% +/- .5
Overpayment Rate		5.2% +/- 2.0	9.3% +/- .5
Underpayment Rate		.3% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	149	7,492
	Population	626	1,230,141
	Improper Denial Rate	3.1% +/- 2.4	11.3% +/- .8
	Adjusted Improper Denial Rate	2.4% +/- 2.0	6.9 +/- .6
Separation:	Sample Size	149	7,669
	Population	7,991	2,170,249
	Improper Denial Rate	3.0% +/- 3.1	8.0% +/- .6
	Adjusted Improper Denial Rate	3.0% +/- 3.1	6.2% +/- .5
NonSeparation:	Sample Size	149	7,649
	Population	18,324	2,179,517
	Improper Denial Rate	6.1% +/- 3.4	11.8% +/- .7
	Adjusted Improper Denial Rate	6.1% +/- 3.4	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		87.6%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		88.4%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		93.7%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.5%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		3.2%	4.9%
Percentage Of Contributory Employers Audited		2.4%	1.7%
Annualized Percentage Of Total Wages Audited		1.9%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
IDAHO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	44,738	95.7%	88.8%	87%
Intrastate UI, full weeks - 35 Days	44,738	98.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,466	88.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,466	94.6%	93.2%	78%
All First Payments - 14/21 Days	55,567	95.7%	88.3%	90% ~
All First Payments - 35 Days	55,567	98.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	37,725	90.5%	62.0%	80%
Separation Determ. within 21 Days	19,524	82.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,873	62.8%	41.6%	60%
Decisions within 45 Days of Filing`	4,873	96.6%	62.3%	80%
Decisions within 90 Days of Filing	4,873	99.7%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	636	96.5%	64.1%	50%
Decisions within 75 Days of Filing	636	99.1%	85.0%	80%
Decisions within 150 Days of Filing	636	99.4%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	631	1.1	1.6	none
Higher Authority Appeals (months)	4,836	0.9	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,461	100.0%	90.8%	none
Billings Made within 30 Days	197	100.0%	90.3%	none
Reimbursements Made within 30 Days	184	98.9%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	801,276	94.2%	63.7%	none
Payments Made within 14 Days	801,276	98.8%	93.0%	none
Payments Made within 21 Days	801,276	99.4%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,184,530	37.1%	48.2%	none
Nonfraud Overpayment Recovery Rate	2,173,401	63.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	228	84.8%	71.2%	75%
LA Appeals with Scores >= 85%	76	95.0%	94.1%	80%
LA Appeals passing due process	80	88.8%	87.2%	none
BAM Operational Overpayment Rate	485	6.4%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
IDAHO

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$209,689,300	\$40,972,133,952
Sample Size		485	24,847
Proper Payment Rate		84.5% +/- 3.4	90.7% +/- .5
Overpayment Rate		15.5% +/- 3.4	9.3% +/- .5
Underpayment Rate		.8% +/- .5	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	148	7,492
	Population	1,612	1,230,141
	Improper Denial Rate	6.8% +/- 4.1	11.3% +/- .8
	Adjusted Improper Denial Rate	5.8% +/- 3.9	6.9 +/- .6
Separation:	Sample Size	158	7,669
	Population	7,595	2,170,249
	Improper Denial Rate	5.0% +/- 3.5	8.0% +/- .6
	Adjusted Improper Denial Rate	2.7% +/- 2.4	6.2% +/- .5
NonSeparation:	Sample Size	163	7,649
	Population	13,014	2,179,517
	Improper Denial Rate	11.5% +/- 4.6	11.8% +/- .7
	Adjusted Improper Denial Rate	11.0% +/- 4.5	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		90.6%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		88.9%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.2%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		0.8%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		7.2%	4.9%
Percentage Of Contributory Employers Audited		2.3%	1.7%
Annualized Percentage Of Total Wages Audited		1.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
ILLINOIS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	395,324	91.6%	88.8%	87%
Intrastate UI, full weeks - 35 Days	395,324	97.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	13,724	82.1%	80.7%	70%
Interstate UI, full weeks - 35 Days	13,724	93.5%	93.2%	78%
All First Payments - 14/21 Days	423,683	91.2%	88.3%	90% ~
All First Payments - 35 Days	423,683	97.0%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	143,463	73.9%	62.0%	80%
Separation Determ. within 21 Days	188,584	84.4%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	65,853	17.6%	41.6%	60%
Decisions within 45 Days of Filing`	65,853	39.6%	62.3%	80%
Decisions within 90 Days of Filing	65,853	91.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	14,758	32.3%	64.1%	50%
Decisions within 75 Days of Filing	14,758	67.6%	85.0%	80%
Decisions within 150 Days of Filing	14,758	94.7%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	14,703	3.3	1.6	none
Higher Authority Appeals (months)	65,554	1.3	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,488	93.0%	90.8%	none
Billings Made within 30 Days	208	100.0%	90.3%	none
Reimbursements Made within 30 Days	203	80.3%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	10,375,092	45.2%	63.7%	none
Payments Made within 14 Days	10,375,092	96.4%	93.0%	none
Payments Made within 21 Days	10,375,092	98.5%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	26,323,883	71.3%	48.2%	none
Nonfraud Overpayment Recovery Rate	63,422,798	40.1%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	363	68.9%	71.2%	75%
LA Appeals with Scores >= 85%	155	96.9%	94.1%	80%
LA Appeals passing due process	160	95.0%	87.2%	none
BAM Operational Overpayment Rate	480	5.9%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
ILLINOIS

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$2,465,495,774	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		92.0% +/- 2.4	90.7% +/- .5
Overpayment Rate		8.0% +/- 2.4	9.3% +/- .5
Underpayment Rate		.9% +/- .4	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	147	7,492
	Population	46,766	1,230,141
	Improper Denial Rate	12.8% +/- 5.9	11.3% +/- .8
	Adjusted Improper Denial Rate	10.0% +/- 5.3	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	84,560	2,170,249
	Improper Denial Rate	11.4% +/- 5.1	8.0% +/- .6
	Adjusted Improper Denial Rate	10.0% +/- 4.9	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	91,906	2,179,517
	Improper Denial Rate	15.2% +/- 5.5	11.8% +/- .7
	Adjusted Improper Denial Rate	12.2% +/- 4.6	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		69.6%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		88.5%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		98.5%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.0%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		8.2%	4.9%
Percentage Of Contributory Employers Audited		1.6%	1.7%
Annualized Percentage Of Total Wages Audited		1.0%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
INDIANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	169,758	88.9%	88.8%	87%
Intrastate UI, full weeks - 35 Days	169,758	95.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,704	70.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	4,704	88.1%	93.2%	78%
All First Payments - 14/21 Days	191,428	87.2%	88.3%	90% ~
All First Payments - 35 Days	191,428	95.5%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	48,474	53.9%	62.0%	80%
Separation Determ. within 21 Days	93,067	72.6%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	29,349	0.5%	41.6%	60%
Decisions within 45 Days of Filing`	29,349	1.7%	62.3%	80%
Decisions within 90 Days of Filing	29,349	29.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,161	36.0%	64.1%	50%
Decisions within 75 Days of Filing	2,161	46.1%	85.0%	80%
Decisions within 150 Days of Filing	2,161	79.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	2,159	4.4	1.6	none
Higher Authority Appeals (months)	29,307	3.9	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,783	94.5%	90.8%	none
Billings Made within 30 Days	202	100.0%	90.3%	none
Reimbursements Made within 30 Days	280	96.4%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,723,762	87.2%	63.7%	none
Payments Made within 14 Days	2,723,762	94.5%	93.0%	none
Payments Made within 21 Days	2,723,762	96.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,895,258	35.7%	48.2%	none
Nonfraud Overpayment Recovery Rate	19,327,592	42.2%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	386	82.8%	71.2%	75%
LA Appeals with Scores >= 85%	67	85.9%	94.1%	80%
LA Appeals passing due process	78	80.8%	87.2%	none
BAM Operational Overpayment Rate	480	3.9%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
INDIANA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$764,705,115	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		89.4% +/- 2.9	90.7% +/- .5
Overpayment Rate		10.6% +/- 2.9	9.3% +/- .5
Underpayment Rate		.5% +/- .4	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	149	7,492
	Population	33,025	1,230,141
	Improper Denial Rate	7.1% +/- 4.7	11.3% +/- .8
	Adjusted Improper Denial Rate	7.1% +/- 4.7	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	41,926	2,170,249
	Improper Denial Rate	3.2% +/- 2.8	8.0% +/- .6
	Adjusted Improper Denial Rate	3.2% +/- 2.8	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	37,596	2,179,517
	Improper Denial Rate	5.0% +/- 3.5	11.8% +/- .7
	Adjusted Improper Denial Rate	4.5% +/- 3.5	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		83.6%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.7%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		94.1%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.9%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		3.2%	4.9%
Percentage Of Contributory Employers Audited		2.6%	1.7%
Annualized Percentage Of Total Wages Audited		2.1%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003

IOWA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
First Payment Timeliness				
Intrastate UI, full weeks - 14/21 Days	83,387	88.2%	88.8%	87%
Intrastate UI, full weeks - 35 Days	83,387	96.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,405	76.5%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,405	92.8%	93.2%	78%
All First Payments - 14/21 Days	107,660	87.3%	88.3%	90% ~
All First Payments - 35 Days	107,660	96.6%	96.5%	95% ~
Nonmonetary Determinations Timeliness:				
Detection Date to Determination Date				
Nonseparation Determ. within 14 Days	32,626	63.9%	62.0%	80%
Separation Determ. within 21 Days	45,438	47.0%	69.0%	80%
Lower Authority Appeals Timeliness				
Decisions within 30 Days of Filing	15,149	79.2%	41.6%	60%
Decisions within 45 Days of Filing`	15,149	91.9%	62.3%	80%
Decisions within 90 Days of Filing	15,149	97.1%	87.4%	95% ~
Higher Authority Appeals Timeliness				
Decisions within 45 Days of Filing	3,083	52.5%	64.1%	50%
Decisions within 75 Days of Filing	3,083	95.7%	85.0%	80%
Decisions within 150 Days of Filing	3,083	100.0%	96.8%	95%
Backlog of Pending Appeals				
Lower Authority Appeals (months)	3,058	0.8	1.6	none
Higher Authority Appeals (months)	15,096	1.0	1.7	none
Combined Wage Program Timeliness				
Wage Transfers Made within 3 Days	8,372	98.1%	90.8%	none
Billings Made within 30 Days	191	100.0%	90.3%	none
Reimbursements Made within 30 Days	170	100.0%	91.7%	none
Continued Claims Payment Timeliness				
Payments Made within 7 Days	1,528,544	70.6%	63.7%	none
Payments Made within 14 Days	1,528,544	95.1%	93.0%	none
Payments Made within 21 Days	1,528,544	98.0%	96.3%	none
Benefit Payment Control				
Fraud Overpayment Recovery Rate	3,458,920	53.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	8,063,283	60.1%	43.0%	none
Benefit Quality Measures^				
Nonmon. Determin. with Scores > 80%	220	73.4%	71.2%	75%
LA Appeals with Scores >= 85%	76	96.2%	94.1%	80%
LA Appeals passing due process	79	87.3%	87.2%	none
BAM Operational Overpayment Rate	480	5.5%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
IOWA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$375,258,123	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		86.7% +/- 3.2	90.7% +/- .5
Overpayment Rate		13.3% +/- 3.2	9.3% +/- .5
Underpayment Rate		1.2% +/- .4	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	6,293	1,230,141
	Improper Denial Rate	13.0% +/- 5.6	11.3% +/- .8
	Adjusted Improper Denial Rate	7.3% +/- 4.5	6.9 +/- .6
Separation:	Sample Size	153	7,669
	Population	24,169	2,170,249
	Improper Denial Rate	10.9% +/- 4.8	8.0% +/- .6
	Adjusted Improper Denial Rate	7.4% +/- 3.8	6.2% +/- .5
NonSeparation:	Sample Size	153	7,649
	Population	13,514	2,179,517
	Improper Denial Rate	22.7% +/- 7.0	11.8% +/- .7
	Adjusted Improper Denial Rate	21.0% +/- 6.7	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		68.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.8%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.7%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.6%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		1.3%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		0.9%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
KANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	76,114	88.7%	88.8%	87%
Intrastate UI, full weeks - 35 Days	76,114	96.3%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,805	86.5%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,805	94.7%	93.2%	78%
All First Payments - 14/21 Days	90,598	89.1%	88.3%	90% ~
All First Payments - 35 Days	90,598	96.5%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	35,437	42.7%	62.0%	80%
Separation Determ. within 21 Days	49,023	81.4%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,564	29.0%	41.6%	60%
Decisions within 45 Days of Filing`	14,564	45.2%	62.3%	80%
Decisions within 90 Days of Filing	14,564	87.6%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,242	63.0%	64.1%	50%
Decisions within 75 Days of Filing	2,242	93.8%	85.0%	80%
Decisions within 150 Days of Filing	2,242	96.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	2,236	1.0	1.6	none
Higher Authority Appeals (months)	14,527	1.3	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,643	99.1%	90.8%	none
Billings Made within 30 Days	191	93.2%	90.3%	none
Reimbursements Made within 30 Days	192	99.5%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,353,777	93.8%	63.7%	none
Payments Made within 14 Days	1,353,777	97.1%	93.0%	none
Payments Made within 21 Days	1,353,777	98.0%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,720,425	39.6%	48.2%	none
Nonfraud Overpayment Recovery Rate	5,957,397	39.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	225	71.5%	71.2%	75%
LA Appeals with Scores >= 85%	69	100.0%	94.1%	80%
LA Appeals passing due process	69	95.7%	87.2%	none
BAM Operational Overpayment Rate	484	3.2%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
KANSAS

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$377,512,164	\$40,972,133,952
Sample Size		484	24,847
Proper Payment Rate		72.0% +/- 4.2	90.7% +/- .5
Overpayment Rate		28.0% +/- 4.2	9.3% +/- .5
Underpayment Rate		.1% +/- .1	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	19,227	1,230,141
	Improper Denial Rate	2.3% +/- 3.7	11.3% +/- .8
	Adjusted Improper Denial Rate	2.3% +/- 3.7	6.9 +/- .6
Separation:	Sample Size	153	7,669
	Population	21,829	2,170,249
	Improper Denial Rate	.0% +/- .0	8.0% +/- .6
	Adjusted Improper Denial Rate	.0% +/- .0	6.2% +/- .5
NonSeparation:	Sample Size	153	7,649
	Population	22,959	2,179,517
	Improper Denial Rate	.8% +/- 1.5	11.8% +/- .7
	Adjusted Improper Denial Rate	.0% +/- .0	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		70.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		90.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		96.9%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		1.8%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		0.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
KENTUCKY

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	95,266	93.4%	88.8%	87%
Intrastate UI, full weeks - 35 Days	95,266	97.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,037	72.9%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,037	88.0%	93.2%	78%
All First Payments - 14/21 Days	137,482	92.5%	88.3%	90% ~
All First Payments - 35 Days	137,482	97.0%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	13,480	85.5%	62.0%	80%
Separation Determ. within 21 Days	50,008	94.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	18,023	84.1%	41.6%	60%
Decisions within 45 Days of Filing`	18,023	94.1%	62.3%	80%
Decisions within 90 Days of Filing	18,023	99.2%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,829	53.3%	64.1%	50%
Decisions within 75 Days of Filing	4,829	63.8%	85.0%	80%
Decisions within 150 Days of Filing	4,829	67.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	4,772	0.7	1.6	none
Higher Authority Appeals (months)	17,893	0.7	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,092	68.2%	90.8%	none
Billings Made within 30 Days	199	100.0%	90.3%	none
Reimbursements Made within 30 Days	196	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,883,707	45.9%	63.7%	none
Payments Made within 14 Days	1,883,707	92.1%	93.0%	none
Payments Made within 21 Days	1,883,707	96.1%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,663,123	52.3%	48.2%	none
Nonfraud Overpayment Recovery Rate	3,789,533	46.8%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	234	71.3%	71.2%	75%
LA Appeals with Scores >= 85%	66	97.1%	94.1%	80%
LA Appeals passing due process	68	91.2%	87.2%	none
BAM Operational Overpayment Rate	484	1.5%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
KENTUCKY

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$462,313,500	\$40,972,133,952
Sample Size		484	24,847
Proper Payment Rate		97.4% +/- 1.5	90.7% +/- .5
Overpayment Rate		2.6% +/- 1.5	9.3% +/- .5
Underpayment Rate		.6% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	126	7,492
	Population	7,589	1,230,141
	Improper Denial Rate	4.5% +/- 4.7	11.3% +/- .8
	Adjusted Improper Denial Rate	4.2% +/- 4.7	6.9 +/- .6
Separation:	Sample Size	154	7,669
	Population	29,571	2,170,249
	Improper Denial Rate	12.4% +/- 5.2	8.0% +/- .6
	Adjusted Improper Denial Rate	11.5% +/- 5.0	6.2% +/- .5
NonSeparation:	Sample Size	155	7,649
	Population	13,493	2,179,517
	Improper Denial Rate	13.4% +/- 5.2	11.8% +/- .7
	Adjusted Improper Denial Rate	12.9% +/- 5.2	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		88.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		86.8%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		83.2%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due		3.7%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		*	4.9%
Percentage Of Contributory Employers Audited		*	1.7%
Annualized Percentage Of Total Wages Audited		*	1.3%
Audits Meet Employment Security Manual Requirements?		*	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
LOUISIANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	80,532	92.4%	88.8%	87%
Intrastate UI, full weeks - 35 Days	80,532	96.5%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,720	76.5%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,720	91.8%	93.2%	78%
All First Payments - 14/21 Days	88,013	91.9%	88.3%	90% ~
All First Payments - 35 Days	88,013	96.4%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	32,684	39.9%	62.0%	80%
Separation Determ. within 21 Days	65,626	58.8%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	24,014	74.2%	41.6%	60%
Decisions within 45 Days of Filing`	24,014	86.0%	62.3%	80%
Decisions within 90 Days of Filing	24,014	96.9%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,696	84.0%	64.1%	50%
Decisions within 75 Days of Filing	3,696	99.2%	85.0%	80%
Decisions within 150 Days of Filing	3,696	99.8%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,675	1.5	1.6	none
Higher Authority Appeals (months)	23,796	1.2	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	11,715	99.2%	90.8%	none
Billings Made within 30 Days	200	93.0%	90.3%	none
Reimbursements Made within 30 Days	188	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,781,973	96.2%	63.7%	none
Payments Made within 14 Days	1,781,973	97.9%	93.0%	none
Payments Made within 21 Days	1,781,973	98.5%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,934,769	54.9%	48.2%	none
Nonfraud Overpayment Recovery Rate	7,467,652	38.3%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	225	67.9%	71.2%	75%
LA Appeals with Scores >= 85%	85	98.8%	94.1%	80%
LA Appeals passing due process	86	88.4%	87.2%	none
BAM Operational Overpayment Rate	507	11.4%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
LOUISIANA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$276,387,061	\$40,972,133,952
Sample Size		507	24,847
Proper Payment Rate		84.2% +/- 3.3	90.7% +/- .5
Overpayment Rate		15.8% +/- 3.3	9.3% +/- .5
Underpayment Rate		1.2% +/- .5	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	146	7,492
	Population	6,005	1,230,141
	Improper Denial Rate	27.5% +/- 12.1	11.3% +/- .8
	Adjusted Improper Denial Rate	20.1% +/- 10.1	6.9 +/- .6
Separation:	Sample Size	156	7,669
	Population	29,865	2,170,249
	Improper Denial Rate	6.8% +/- 4.0	8.0% +/- .6
	Adjusted Improper Denial Rate	4.3% +/- 3.2	6.2% +/- .5
NonSeparation:	Sample Size	156	7,649
	Population	31,276	2,179,517
	Improper Denial Rate	9.5% +/- 4.7	11.8% +/- .7
	Adjusted Improper Denial Rate	8.9% +/- 4.5	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		82.2%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		84.1%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		86.6%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		3.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due		5.9%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		F	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.9%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		0.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003

MAINE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
First Payment Timeliness				
Intrastate UI, full weeks - 14/21 Days	28,360	86.0%	88.8%	87%
Intrastate UI, full weeks - 35 Days	28,360	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	996	63.0%	80.7%	70%
Interstate UI, full weeks - 35 Days	996	93.2%	93.2%	78%
All First Payments - 14/21 Days	32,678	83.8%	88.3%	90% ~
All First Payments - 35 Days	32,678	97.4%	96.5%	95% ~
Nonmonetary Determinations Timeliness:				
Detection Date to Determination Date				
Nonseparation Determ. within 14 Days	29,892	78.9%	62.0%	80%
Separation Determ. within 21 Days	8,819	83.5%	69.0%	80%
Lower Authority Appeals Timeliness				
Decisions within 30 Days of Filing	6,304	75.1%	41.6%	60%
Decisions within 45 Days of Filing`	6,304	95.1%	62.3%	80%
Decisions within 90 Days of Filing	6,304	99.8%	87.4%	95% ~
Higher Authority Appeals Timeliness				
Decisions within 45 Days of Filing	851	64.0%	64.1%	50%
Decisions within 75 Days of Filing	851	98.4%	85.0%	80%
Decisions within 150 Days of Filing	851	100.0%	96.8%	95%
Backlog of Pending Appeals				
Lower Authority Appeals (months)	844	1.4	1.6	none
Higher Authority Appeals (months)	6,266	1.1	1.7	none
Combined Wage Program Timeliness				
Wage Transfers Made within 3 Days	2,437	73.5%	90.8%	none
Billings Made within 30 Days	183	100.0%	90.3%	none
Reimbursements Made within 30 Days	171	97.7%	91.7%	none
Continued Claims Payment Timeliness				
Payments Made within 7 Days	563,463	76.4%	63.7%	none
Payments Made within 14 Days	563,463	92.5%	93.0%	none
Payments Made within 21 Days	563,463	97.0%	96.3%	none
Benefit Payment Control				
Fraud Overpayment Recovery Rate	1,352,366	20.8%	48.2%	none
Nonfraud Overpayment Recovery Rate	2,318,802	46.1%	43.0%	none
Benefit Quality Measures^				
Nonmon. Determin. with Scores > 80%	232	77.3%	71.2%	75%
LA Appeals with Scores >= 85%	77	100.0%	94.1%	80%
LA Appeals passing due process	77	97.4%	87.2%	none
BAM Operational Overpayment Rate	420	3.6%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MAINE

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$128,711,949	\$40,972,133,952
Sample Size		420	24,847
Proper Payment Rate		91.7% +/- 2.8	90.7% +/- .5
Overpayment Rate		8.3% +/- 2.8	9.3% +/- .5
Underpayment Rate		.4% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	148	7,492
	Population	3,847	1,230,141
	Improper Denial Rate	16.4% +/- 7.2	11.3% +/- .8
	Adjusted Improper Denial Rate	10.9% +/- 6.5	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	3,726	2,170,249
	Improper Denial Rate	3.9% +/- 3.5	8.0% +/- .6
	Adjusted Improper Denial Rate	.9% +/- 1.8	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	8,855	2,179,517
	Improper Denial Rate	5.2% +/- 4.2	11.8% +/- .7
	Adjusted Improper Denial Rate	1.4% +/- .9	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		84.0%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.2%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.9%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.0%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		1.7%	4.9%
Percentage Of Contributory Employers Audited		2.3%	1.7%
Annualized Percentage Of Total Wages Audited		1.4%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
MARYLAND

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	113,734	92.0%	88.8%	87%
Intrastate UI, full weeks - 35 Days	113,734	96.0%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,578	84.3%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,578	91.4%	93.2%	78%
All First Payments - 14/21 Days	118,083	91.7%	88.3%	90% ~
All First Payments - 35 Days	118,083	95.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	63,129	79.4%	62.0%	80%
Separation Determ. within 21 Days	120,541	87.5%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	32,273	66.8%	41.6%	60%
Decisions within 45 Days of Filing`	32,273	90.6%	62.3%	80%
Decisions within 90 Days of Filing	32,273	99.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,352	67.4%	64.1%	50%
Decisions within 75 Days of Filing	4,352	91.3%	85.0%	80%
Decisions within 150 Days of Filing	4,352	98.3%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	0	0	1.6	none
Higher Authority Appeals (months)	32,029	1.1	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	18,021	94.8%	90.8%	none
Billings Made within 30 Days	195	100.0%	90.3%	none
Reimbursements Made within 30 Days	198	99.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,185,381	43.8%	63.7%	none
Payments Made within 14 Days	2,185,381	91.7%	93.0%	none
Payments Made within 21 Days	2,185,381	96.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	6,889,155	40.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	15,687,622	43.9%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	385	76.8%	71.2%	75%
LA Appeals with Scores >= 85%	74	94.9%	94.1%	80%
LA Appeals passing due process	78	94.9%	87.2%	none
BAM Operational Overpayment Rate	480	5.3%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MARYLAND

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$511,872,164	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		86.4% +/- 3.0	90.7% +/- .5
Overpayment Rate		13.6% +/- 3.0	9.3% +/- .5
Underpayment Rate		.3% +/- .4	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
		148	
Monetary:	Sample Size	15,799	7,492
	Population	13.8% +/- 6.4	1,230,141
	Improper Denial Rate	11.8% +/- 6.0	11.3% +/- .8
	Adjusted Improper Denial Rate	150	6.9 +/- .6
Separation:	Sample Size	52,164	7,669
	Population	9.1% +/- 4.4	2,170,249
	Improper Denial Rate	8.1% +/- 4.2	8.0% +/- .6
	Adjusted Improper Denial Rate	150	6.2% +/- .5
NonSeparation:	Sample Size	40,301	7,649
	Population	5.6% +/- 3.4	2,179,517
	Improper Denial Rate	4.4% +/- 3.0	11.8% +/- .7
	Adjusted Improper Denial Rate	yes	9.3% +/- .6
Footnotes:		\$1,794,946,291	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		85.0%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		87.5%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		77.4%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		3.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due		7.3%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		6.0%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		1.3%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
MASSACHUSETTS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	224,150	75.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	224,150	92.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	8,061	57.8%	80.7%	70%
Interstate UI, full weeks - 35 Days	8,061	84.2%	93.2%	78%
All First Payments - 14/21 Days	265,486	74.1%	88.3%	90% ~
All First Payments - 35 Days	265,486	91.9%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	132,158	37.5%	62.0%	80%
Separation Determ. within 21 Days	80,896	36.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	25,975	22.0%	41.6%	60%
Decisions within 45 Days of Filing`	25,975	64.9%	62.3%	80%
Decisions within 90 Days of Filing	25,975	96.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,766	83.5%	64.1%	50%
Decisions within 75 Days of Filing	3,766	91.6%	85.0%	80%
Decisions within 150 Days of Filing	3,766	98.9%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,740	0.8	1.6	none
Higher Authority Appeals (months)	25,808	2.0	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,300	84.0%	90.8%	none
Billings Made within 30 Days	204	100.0%	90.3%	none
Reimbursements Made within 30 Days	201	98.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	5,070,640	71.2%	63.7%	none
Payments Made within 14 Days	5,070,640	93.0%	93.0%	none
Payments Made within 21 Days	5,070,640	95.8%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	6,358,078	77.1%	48.2%	none
Nonfraud Overpayment Recovery Rate	14,402,232	56.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	384	71.4%	71.2%	75%
LA Appeals with Scores >= 85%	69	90.8%	94.1%	80%
LA Appeals passing due process	76	52.6%	87.2%	none
BAM Operational Overpayment Rate	600	2.3%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MASSACHUSETTS

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		600	\$40,972,133,952
Sample Size		96.7% +/- 1.4	24,847
Proper Payment Rate		3.3% +/- 1.4	90.7% +/- .5
Overpayment Rate		1.3% +/- .5	9.3% +/- .5
Underpayment Rate		no	.6% +/- .1
Footnotes:			--
Benefit Accuracy Measurement - Denied Claims Accuracy			
		139	
Monetary:	Sample Size	10,400	7,492
	Population	15.8% +/- 5.8	1,230,141
	Improper Denial Rate	14.7% +/- 5.6	11.3% +/- .8
	Adjusted Improper Denial Rate	139	6.9 +/- .6
Separation:	Sample Size	38,378	7,669
	Population	10.0% +/- 5.2	2,170,249
	Improper Denial Rate	1.7% +/- 1.7	8.0% +/- .6
	Adjusted Improper Denial Rate	139	6.2% +/- .5
NonSeparation:	Sample Size	36,889	7,649
	Population	8.7% +/- 5.1	2,179,517
	Improper Denial Rate	7.5% +/- 4.9	11.8% +/- .7
	Adjusted Improper Denial Rate	yes	9.3% +/- .6
Footnotes:		\$1,865,464,525	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		83.5%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.9%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.6%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		13.0%	4.9%
Percentage Of Contributory Employers Audited		1.0%	1.7%
Annualized Percentage Of Total Wages Audited		0.4%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
MICHIGAN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	464,638	84.5%	88.8%	87%
Intrastate UI, full weeks - 35 Days	464,638	95.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	6,016	67.6%	80.7%	70%
Interstate UI, full weeks - 35 Days	6,016	93.5%	93.2%	78%
All First Payments - 14/21 Days	504,412	84.0%	88.3%	90% ~
All First Payments - 35 Days	504,412	95.6%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	96,485	23.2%	62.0%	80%
Separation Determ. within 21 Days	120,181	4.1%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	15,030	63.2%	41.6%	60%
Decisions within 45 Days of Filing`	15,030	81.6%	62.3%	80%
Decisions within 90 Days of Filing	15,030	93.7%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	5,142	72.2%	64.1%	50%
Decisions within 75 Days of Filing	5,142	93.2%	85.0%	80%
Decisions within 150 Days of Filing	5,142	98.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	5,128	0.9	1.6	none
Higher Authority Appeals (months)	15,026	0.8	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,777	89.7%	90.8%	none
Billings Made within 30 Days	193	100.0%	90.3%	none
Reimbursements Made within 30 Days	195	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	6,280,880	45.0%	63.7%	none
Payments Made within 14 Days	6,280,880	92.1%	93.0%	none
Payments Made within 21 Days	6,280,880	95.3%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,175,451	109.1%	48.2%	none
Nonfraud Overpayment Recovery Rate	23,199,507	39.3%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	383	75.8%	71.2%	75%
LA Appeals with Scores >= 85%	74	96.1%	94.1%	80%
LA Appeals passing due process	77	94.8%	87.2%	none
BAM Operational Overpayment Rate	480	5.7%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MICHIGAN

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		480	\$40,972,133,952
Sample Size		90.8% +/- 2.6	24,847
Proper Payment Rate		9.2% +/- 2.6	90.7% +/- .5
Overpayment Rate		.6% +/- .3	9.3% +/- .5
Underpayment Rate		no	.6% +/- .1
Footnotes:			--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	#	7,492
	Population	#	1,230,141
	Improper Denial Rate	#	11.3% +/- .8
	Adjusted Improper Denial Rate	#	6.9 +/- .6
Separation:	Sample Size	#	7,669
	Population	#	2,170,249
	Improper Denial Rate	#	8.0% +/- .6
	Adjusted Improper Denial Rate	#	6.2% +/- .5
NonSeparation:	Sample Size	#	7,649
	Population	#	2,179,517
	Improper Denial Rate	#	11.8% +/- .7
	Adjusted Improper Denial Rate	#	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		79.0%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		81.8%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		94.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.3%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		0.3%	4.9%
Percentage Of Contributory Employers Audited		0.9%	1.7%
Annualized Percentage Of Total Wages Audited		5.3%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

Data will not be published for Michigan because the state did not complete a sufficient number of cases.

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
MINNESOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	155,646	89.3%	88.8%	87%
Intrastate UI, full weeks - 35 Days	155,646	97.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,611	81.4%	80.7%	70%
Interstate UI, full weeks - 35 Days	5,611	96.0%	93.2%	78%
All First Payments - 14/21 Days	172,221	89.0%	88.3%	90% ~
All First Payments - 35 Days	172,221	97.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	63,755	67.5%	62.0%	80%
Separation Determ. within 21 Days	68,455	64.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	20,455	21.8%	41.6%	60%
Decisions within 45 Days of Filing`	20,455	62.7%	62.3%	80%
Decisions within 90 Days of Filing	20,455	90.6%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,210	38.4%	64.1%	50%
Decisions within 75 Days of Filing	4,210	61.2%	85.0%	80%
Decisions within 150 Days of Filing	4,210	99.1%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	4,191	1.4	1.6	none
Higher Authority Appeals (months)	20,383	1.5	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,306	77.3%	90.8%	none
Billings Made within 30 Days	203	100.0%	90.3%	none
Reimbursements Made within 30 Days	199	99.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,531,447	46.0%	63.7%	none
Payments Made within 14 Days	2,531,447	95.0%	93.0%	none
Payments Made within 21 Days	2,531,447	98.3%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	8,470,396	50.6%	48.2%	none
Nonfraud Overpayment Recovery Rate	16,771,366	53.7%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	371	71.6%	71.2%	75%
LA Appeals with Scores >= 85%	82	98.8%	94.1%	80%
LA Appeals passing due process	83	97.6%	87.2%	none
BAM Operational Overpayment Rate	478	8.1%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MINNESOTA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$838,132,107	\$40,972,133,952
Sample Size		478	24,847
Proper Payment Rate		91.1% +/- 2.5	90.7% +/- .5
Overpayment Rate		8.9% +/- 2.5	9.3% +/- .5
Underpayment Rate		.7% +/- .4	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	142	7,492
	Population	13,106	1,230,141
	Improper Denial Rate	30.6% +/- 8.2	11.3% +/- .8
	Adjusted Improper Denial Rate	16.4% +/- 6.7	6.9 +/- .6
Separation:	Sample Size	148	7,669
	Population	28,585	2,170,249
	Improper Denial Rate	16.2% +/- 6.1	8.0% +/- .6
	Adjusted Improper Denial Rate	4.9% +/- 3.5	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	42,963	2,179,517
	Improper Denial Rate	13.9% +/- 6.5	11.8% +/- .7
	Adjusted Improper Denial Rate	8.3% +/- 4.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		88.0%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		91.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.5%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.7%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		9.4%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		3.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
MISSISSIPPI

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	59,552	94.2%	88.8%	87%
Intrastate UI, full weeks - 35 Days	59,552	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,483	79.5%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,483	94.6%	93.2%	78%
All First Payments - 14/21 Days	69,041	93.8%	88.3%	90% ~
All First Payments - 35 Days	69,041	97.6%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	19,209	84.6%	62.0%	80%
Separation Determ. within 21 Days	41,708	92.7%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	15,456	84.9%	41.6%	60%
Decisions within 45 Days of Filing`	15,456	96.2%	62.3%	80%
Decisions within 90 Days of Filing	15,456	99.9%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,093	92.8%	64.1%	50%
Decisions within 75 Days of Filing	3,093	99.0%	85.0%	80%
Decisions within 150 Days of Filing	3,093	99.7%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,074	1.1	1.6	none
Higher Authority Appeals (months)	15,358	0.5	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,248	86.1%	90.8%	none
Billings Made within 30 Days	186	49.5%	90.3%	none
Reimbursements Made within 30 Days	190	94.2%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,059,166	94.3%	63.7%	none
Payments Made within 14 Days	1,059,166	98.3%	93.0%	none
Payments Made within 21 Days	1,059,166	99.1%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,924,469	50.1%	48.2%	none
Nonfraud Overpayment Recovery Rate	2,641,289	46.1%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	225	87.6%	71.2%	75%
LA Appeals with Scores >= 85%	77	100.0%	94.1%	80%
LA Appeals passing due process	77	96.1%	87.2%	none
BAM Operational Overpayment Rate	489	4.5%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MISSISSIPPI

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$189,015,022	\$40,972,133,952
Sample Size		489	24,847
Proper Payment Rate		92.2% +/- 2.5	90.7% +/- .5
Overpayment Rate		7.8% +/- 2.5	9.3% +/- .5
Underpayment Rate		.4% +/- .2	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	155	7,492
	Population	13,073	1,230,141
	Improper Denial Rate	4.3% +/- 3.3	11.3% +/- .8
	Adjusted Improper Denial Rate	2.7% +/- 2.7	6.9 +/- .6
Separation:	Sample Size	155	7,669
	Population	30,422	2,170,249
	Improper Denial Rate	3.8% +/- 3.1	8.0% +/- .6
	Adjusted Improper Denial Rate	1.3% +/- 1.9	6.2% +/- .5
NonSeparation:	Sample Size	155	7,649
	Population	12,556	2,179,517
	Improper Denial Rate	.6% +/- 1.2	11.8% +/- .7
	Adjusted Improper Denial Rate	.0% +/- .0	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		78.8%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		83.4%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		3.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due		20.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		0.8%	4.9%
Percentage Of Contributory Employers Audited		1.8%	1.7%
Annualized Percentage Of Total Wages Audited		1.1%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
MISSOURI

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	166,808	84.6%	88.8%	87%
Intrastate UI, full weeks - 35 Days	166,808	96.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,619	80.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	5,619	94.7%	93.2%	78%
All First Payments - 14/21 Days	189,416	84.5%	88.3%	90% ~
All First Payments - 35 Days	189,416	96.7%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	151,344	86.0%	62.0%	80%
Separation Determ. within 21 Days	139,311	57.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	36,062	24.1%	41.6%	60%
Decisions within 45 Days of Filing`	36,062	34.2%	62.3%	80%
Decisions within 90 Days of Filing	36,062	93.3%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,048	83.8%	64.1%	50%
Decisions within 75 Days of Filing	4,048	88.4%	85.0%	80%
Decisions within 150 Days of Filing	4,048	97.4%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	4,025	1.5	1.6	none
Higher Authority Appeals (months)	35,888	0.7	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	22,013	93.6%	90.8%	none
Billings Made within 30 Days	197	72.6%	90.3%	none
Reimbursements Made within 30 Days	197	76.6%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,739,478	88.0%	63.7%	none
Payments Made within 14 Days	2,739,478	95.9%	93.0%	none
Payments Made within 21 Days	2,739,478	97.4%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	29,851,911	24.9%	48.2%	none
Nonfraud Overpayment Recovery Rate	8,316,964	28.9%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	392	90.7%	71.2%	75%
LA Appeals with Scores >= 85%	77	98.7%	94.1%	80%
LA Appeals passing due process	78	93.6%	87.2%	none
BAM Operational Overpayment Rate	480	5.5%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MISSOURI

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$569,717,849	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		93.4% +/- 2.2	90.7% +/- .5
Overpayment Rate		6.6% +/- 2.2	9.3% +/- .5
Underpayment Rate		.1% +/- .1	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	39,232	1,230,141
	Improper Denial Rate	11.4% +/- 5.5	11.3% +/- .8
	Adjusted Improper Denial Rate	7.5% +/- 4.9	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	59,728	2,170,249
	Improper Denial Rate	4.2% +/- 4.0	8.0% +/- .6
	Adjusted Improper Denial Rate	3.8% +/- 3.9	6.2% +/- .5
NonSeparation:	Sample Size	146	7,649
	Population	105,550	2,179,517
	Improper Denial Rate	32.9% +/- 9.4	11.8% +/- .7
	Adjusted Improper Denial Rate	17.2% +/- 6.6	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		79.8%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		78.8%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.9%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.3%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		1.2%	4.9%
Percentage Of Contributory Employers Audited		2.9%	1.7%
Annualized Percentage Of Total Wages Audited		1.8%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
MONTANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	20,432	90.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	20,432	99.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	901	87.2%	80.7%	70%
Interstate UI, full weeks - 35 Days	901	96.8%	93.2%	78%
All First Payments - 14/21 Days	28,311	91.2%	88.3%	90% ~
All First Payments - 35 Days	28,311	99.1%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	10,496	57.6%	62.0%	80%
Separation Determ. within 21 Days	12,242	53.2%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,107	77.1%	41.6%	60%
Decisions within 45 Days of Filing`	1,107	94.6%	62.3%	80%
Decisions within 90 Days of Filing	1,107	99.7%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	320	66.6%	64.1%	50%
Decisions within 75 Days of Filing	320	96.6%	85.0%	80%
Decisions within 150 Days of Filing	320	99.4%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	313	1.4	1.6	none
Higher Authority Appeals (months)	1,056	1.6	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,928	77.9%	90.8%	none
Billings Made within 30 Days	145	100.0%	90.3%	none
Reimbursements Made within 30 Days	190	49.5%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	577,923	44.4%	63.7%	none
Payments Made within 14 Days	577,923	92.5%	93.0%	none
Payments Made within 21 Days	577,923	97.5%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	264,382	47.4%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,075,905	56.9%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	227	80.8%	71.2%	75%
LA Appeals with Scores >= 85%	75	94.9%	94.1%	80%
LA Appeals passing due process	79	94.9%	87.2%	none
BAM Operational Overpayment Rate	376	7.6%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
MONTANA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$76,095,907	\$40,972,133,952
Sample Size		376	24,847
Proper Payment Rate		74.9% +/- 5.0	90.7% +/- .5
Overpayment Rate		25.1% +/- 5.0	9.3% +/- .5
Underpayment Rate		.5% +/- .3	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	144	7,492
	Population	1,862	1,230,141
	Improper Denial Rate	16.0% +/- 7.0	11.3% +/- .8
	Adjusted Improper Denial Rate	13.5% +/- 6.4	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	7,402	2,170,249
	Improper Denial Rate	5.5% +/- 4.1	8.0% +/- .6
	Adjusted Improper Denial Rate	3.1% +/- 3.0	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	5,515	2,179,517
	Improper Denial Rate	16.3% +/- 5.9	11.8% +/- .7
	Adjusted Improper Denial Rate	11.1% +/- 5.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		77.6%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		78.7%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		85.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		2.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due		4.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		5.1%	4.9%
Percentage Of Contributory Employers Audited		0.9%	1.7%
Annualized Percentage Of Total Wages Audited		0.7%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NEBRASKA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	40,816	97.2%	88.8%	87%
Intrastate UI, full weeks - 35 Days	40,816	99.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	3,446	95.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	3,446	99.2%	93.2%	78%
All First Payments - 14/21 Days	46,302	97.0%	88.3%	90% ~
All First Payments - 35 Days	46,302	99.4%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	25,167	80.1%	62.0%	80%
Separation Determ. within 21 Days	75,753	94.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,647	97.2%	41.6%	60%
Decisions within 45 Days of Filing`	4,647	99.8%	62.3%	80%
Decisions within 90 Days of Filing	4,647	100.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	64.1%	50%
Decisions within 75 Days of Filing	+	+	85.0%	80%
Decisions within 150 Days of Filing	+	+	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	4,647	0.6	1.6	none
Higher Authority Appeals (months)	+	+	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,738	100.0%	90.8%	none
Billings Made within 30 Days	196	49.5%	90.3%	none
Reimbursements Made within 30 Days	219	58.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	604,457	97.7%	63.7%	none
Payments Made within 14 Days	604,457	99.3%	93.0%	none
Payments Made within 21 Days	604,457	99.6%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	977,923	65.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,774,059	82.4%	43.0%	none
<i>Benefit Quality Measures[^]</i>				
Nonmon. Determin. with Scores > 80%	387	72.7%	71.2%	75%
LA Appeals with Scores >= 85%	77	100.0%	94.1%	80%
LA Appeals passing due process	77	96.1%	87.2%	none
BAM Operational Overpayment Rate	360	6.0%	5.0%	none

+ state does not have higher authority appeals

~ Proposed criterion

[^] Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NEBRASKA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$134,122,902	\$40,972,133,952
Sample Size		360	24,847
Proper Payment Rate		78.4% +/- 4.5	90.7% +/- .5
Overpayment Rate		21.6% +/- 4.5	9.3% +/- .5
Underpayment Rate		.3% +/- .5	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	4,386	1,230,141
	Improper Denial Rate	7.4% +/- 4.3	11.3% +/- .8
	Adjusted Improper Denial Rate	6.4% +/- 3.9	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	62,078	2,170,249
	Improper Denial Rate	3.1% +/- 2.8	8.0% +/- .6
	Adjusted Improper Denial Rate	3.1% +/- 2.8	6.2% +/- .5
NonSeparation:	Sample Size	147	7,649
	Population	23,253	2,179,517
	Improper Denial Rate	13.9% +/- 6.1	11.8% +/- .7
	Adjusted Improper Denial Rate	12.0% +/- 5.5	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		82.4%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		94.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		84.3%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due		0.8%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		1.7%	4.9%
Percentage Of Contributory Employers Audited		1.9%	1.7%
Annualized Percentage Of Total Wages Audited		2.1%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NEVADA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	62,127	86.5%	88.8%	87%
Intrastate UI, full weeks - 35 Days	62,127	94.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	3,692	82.2%	80.7%	70%
Interstate UI, full weeks - 35 Days	3,692	91.6%	93.2%	78%
All First Payments - 14/21 Days	79,089	86.2%	88.3%	90% ~
All First Payments - 35 Days	79,089	94.3%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	26,909	52.6%	62.0%	80%
Separation Determ. within 21 Days	60,085	62.4%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	11,980	21.5%	41.6%	60%
Decisions within 45 Days of Filing`	11,980	56.5%	62.3%	80%
Decisions within 90 Days of Filing	11,980	96.9%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,349	21.7%	64.1%	50%
Decisions within 75 Days of Filing	2,349	76.0%	85.0%	80%
Decisions within 150 Days of Filing	2,349	99.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	2,344	2.5	1.6	none
Higher Authority Appeals (months)	11,931	1.3	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,545	68.9%	90.8%	none
Billings Made within 30 Days	170	82.9%	90.3%	none
Reimbursements Made within 30 Days	200	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,250,207	91.2%	63.7%	none
Payments Made within 14 Days	1,250,207	94.8%	93.0%	none
Payments Made within 21 Days	1,250,207	96.7%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,884,388	38.4%	48.2%	none
Nonfraud Overpayment Recovery Rate	5,913,560	34.3%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	235	69.6%	71.2%	75%
LA Appeals with Scores >= 85%	78	97.5%	94.1%	80%
LA Appeals passing due process	80	95.0%	87.2%	none
BAM Operational Overpayment Rate	487	6.4%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NEVADA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$308,143,600	\$40,972,133,952
Sample Size		487	24,847
Proper Payment Rate		91.1% +/- 2.8	90.7% +/- .5
Overpayment Rate		8.9% +/- 2.8	9.3% +/- .5
Underpayment Rate		.2% +/- .1	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	139	7,492
	Population	3,068	1,230,141
	Improper Denial Rate	22.6% +/- 7.4	11.3% +/- .8
	Adjusted Improper Denial Rate	9.6% +/- 4.6	6.9 +/- .6
Separation:	Sample Size	149	7,669
	Population	25,987	2,170,249
	Improper Denial Rate	9.1% +/- 4.9	8.0% +/- .6
	Adjusted Improper Denial Rate	6.0% +/- 4.1	6.2% +/- .5
NonSeparation:	Sample Size	149	7,649
	Population	20,991	2,179,517
	Improper Denial Rate	9.6% +/- 4.9	11.8% +/- .7
	Adjusted Improper Denial Rate	4.9% +/- 3.5	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		87.5%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		91.2%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.7%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.6%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		3.6%	4.9%
Percentage Of Contributory Employers Audited		1.6%	1.7%
Annualized Percentage Of Total Wages Audited		1.1%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NEW HAMPSHIRE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	17,917	76.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	17,917	89.3%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	925	74.1%	80.7%	70%
Interstate UI, full weeks - 35 Days	925	86.9%	93.2%	78%
All First Payments - 14/21 Days	23,182	74.8%	88.3%	90% ~
All First Payments - 35 Days	23,182	88.3%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	23,066	39.1%	62.0%	80%
Separation Determ. within 21 Days	14,214	40.4%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,822	46.4%	41.6%	60%
Decisions within 45 Days of Filing`	4,822	73.5%	62.3%	80%
Decisions within 90 Days of Filing	4,822	89.1%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	574	88.9%	64.1%	50%
Decisions within 75 Days of Filing	574	93.0%	85.0%	80%
Decisions within 150 Days of Filing	574	99.5%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	574	2.6	1.6	none
Higher Authority Appeals (months)	4,803	0.8	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,697	96.5%	90.8%	none
Billings Made within 30 Days	182	76.4%	90.3%	none
Reimbursements Made within 30 Days	186	91.9%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	388,390	48.1%	63.7%	none
Payments Made within 14 Days	388,390	87.8%	93.0%	none
Payments Made within 21 Days	388,390	93.7%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	759,482	24.5%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,474,968	45.5%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	209	49.4%	71.2%	75%
LA Appeals with Scores >= 85%	72	93.5%	94.1%	80%
LA Appeals passing due process	77	0.0%	87.2%	none
BAM Operational Overpayment Rate	376	5.9%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NEW HAMPSHIRE

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$103,298,123	\$40,972,133,952
Sample Size		376	24,847
Proper Payment Rate		91.4% +/- 3.2	90.7% +/- .5
Overpayment Rate		8.6% +/- 3.2	9.3% +/- .5
Underpayment Rate		.7% +/- .4	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	4,113	1,230,141
	Improper Denial Rate	7.4% +/- 3.9	11.3% +/- .8
	Adjusted Improper Denial Rate	6.8% +/- 3.7	6.9 +/- .6
Separation:	Sample Size	155	7,669
	Population	6,476	2,170,249
	Improper Denial Rate	8.1% +/- 4.8	8.0% +/- .6
	Adjusted Improper Denial Rate	3.6% +/- 3.7	6.2% +/- .5
NonSeparation:	Sample Size	154	7,649
	Population	17,313	2,179,517
	Improper Denial Rate	17.6% +/- 6.6	11.8% +/- .7
	Adjusted Improper Denial Rate	15.2% +/- 6.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		87.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.7%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		97.7%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		0.7%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		3.1%	4.9%
Percentage Of Contributory Employers Audited		1.7%	1.7%
Annualized Percentage Of Total Wages Audited		1.7%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NEW JERSEY

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	286,102	87.3%	88.8%	87%
Intrastate UI, full weeks - 35 Days	286,102	95.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	15,756	72.0%	80.7%	70%
Interstate UI, full weeks - 35 Days	15,756	85.1%	93.2%	78%
All First Payments - 14/21 Days	369,027	86.2%	88.3%	90% ~
All First Payments - 35 Days	369,027	95.2%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	63,620	45.4%	62.0%	80%
Separation Determ. within 21 Days	107,422	64.8%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	36,620	27.2%	41.6%	60%
Decisions within 45 Days of Filing`	36,620	53.1%	62.3%	80%
Decisions within 90 Days of Filing	36,620	86.5%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	6,380	75.7%	64.1%	50%
Decisions within 75 Days of Filing	6,380	93.0%	85.0%	80%
Decisions within 150 Days of Filing	6,380	99.1%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	6,354	1.9	1.6	none
Higher Authority Appeals (months)	36,402	1.1	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	21,243	95.4%	90.8%	none
Billings Made within 30 Days	204	91.7%	90.3%	none
Reimbursements Made within 30 Days	202	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	6,260,620	49.3%	63.7%	none
Payments Made within 14 Days	6,260,620	94.3%	93.0%	none
Payments Made within 21 Days	6,260,620	97.0%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	11,035,839	73.4%	48.2%	none
Nonfraud Overpayment Recovery Rate	45,205,611	81.2%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	346	54.0%	71.2%	75%
LA Appeals with Scores >= 85%	69	93.2%	94.1%	80%
LA Appeals passing due process	74	77.0%	87.2%	none
BAM Operational Overpayment Rate	482	7.8%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NEW JERSEY

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$2,085,232,460	\$40,972,133,952
Sample Size		482	24,847
Proper Payment Rate		88.6% +/- 2.8	90.7% +/- .5
Overpayment Rate		11.4% +/- 2.8	9.3% +/- .5
Underpayment Rate		1.3% +/- .4	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	152	7,492
	Population	43,453	1,230,141
	Improper Denial Rate	3.0% +/- 3.1	11.3% +/- .8
	Adjusted Improper Denial Rate	3.0% +/- 3.1	6.9 +/- .6
Separation:	Sample Size	152	7,669
	Population	65,884	2,170,249
	Improper Denial Rate	5.3% +/- 3.7	8.0% +/- .6
	Adjusted Improper Denial Rate	5.3% +/- 3.7	6.2% +/- .5
NonSeparation:	Sample Size	152	7,649
	Population	28,843	2,179,517
	Improper Denial Rate	12.6% +/- 5.7	11.8% +/- .7
	Adjusted Improper Denial Rate	11.4% +/- 5.4	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		74.8%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		*	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		76.4%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		*	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		90.4%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		2.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due		3.3%	2.3%
Appropriate Actions Taken To Collect Tax Due?		*	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		4.6%	4.9%
Percentage Of Contributory Employers Audited		2.2%	1.7%
Annualized Percentage Of Total Wages Audited		1.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NEW MEXICO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	34,948	85.5%	88.8%	87%
Intrastate UI, full weeks - 35 Days	34,948	94.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,244	73.3%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,244	90.2%	93.2%	78%
All First Payments - 14/21 Days	37,730	84.6%	88.3%	90% ~
All First Payments - 35 Days	37,730	94.4%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	4,965	53.7%	62.0%	80%
Separation Determ. within 21 Days	16,268	35.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,477	55.5%	41.6%	60%
Decisions within 45 Days of Filing`	8,477	84.2%	62.3%	80%
Decisions within 90 Days of Filing	8,477	94.3%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,295	68.9%	64.1%	50%
Decisions within 75 Days of Filing	1,295	94.3%	85.0%	80%
Decisions within 150 Days of Filing	1,295	99.9%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	1,283	0.8	1.6	none
Higher Authority Appeals (months)	8,396	1.2	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,966	87.4%	90.8%	none
Billings Made within 30 Days	179	100.0%	90.3%	none
Reimbursements Made within 30 Days	187	78.1%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	666,058	92.7%	63.7%	none
Payments Made within 14 Days	666,058	94.6%	93.0%	none
Payments Made within 21 Days	666,058	95.7%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	594,273	76.4%	48.2%	none
Nonfraud Overpayment Recovery Rate	2,838,793	35.7%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	225	44.2%	71.2%	75%
LA Appeals with Scores >= 85%	75	93.8%	94.1%	80%
LA Appeals passing due process	80	91.3%	87.2%	none
BAM Operational Overpayment Rate	483	1.4%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NEW MEXICO

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$125,328,152	\$40,972,133,952
Sample Size		483	24,847
Proper Payment Rate		97.0% +/- 1.3	90.7% +/- .5
Overpayment Rate		3.0% +/- 1.3	9.3% +/- .5
Underpayment Rate		.1% +/- .1	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	146	7,492
	Population	9,495	1,230,141
	Improper Denial Rate	9.8% +/- 5.0	11.3% +/- .8
	Adjusted Improper Denial Rate	4.8% +/- 3.6	6.9 +/- .6
Separation:	Sample Size	158	7,669
	Population	4,992	2,170,249
	Improper Denial Rate	1.2% +/- 1.6	8.0% +/- .6
	Adjusted Improper Denial Rate	1.2% +/- 1.6	6.2% +/- .5
NonSeparation:	Sample Size	156	7,649
	Population	831	2,179,517
	Improper Denial Rate	1.4% +/- 1.4	11.8% +/- .7
	Adjusted Improper Denial Rate	.9% +/- 1.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		86.7%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		90.0%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		98.8%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.2%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		0.4%	4.9%
Percentage Of Contributory Employers Audited		2.2%	1.7%
Annualized Percentage Of Total Wages Audited		3.0%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NEW YORK

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	470,328	92.9%	88.8%	87%
Intrastate UI, full weeks - 35 Days	470,328	97.5%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	14,176	87.9%	80.7%	70%
Interstate UI, full weeks - 35 Days	14,176	94.6%	93.2%	78%
All First Payments - 14/21 Days	601,757	92.1%	88.3%	90% ~
All First Payments - 35 Days	601,757	97.3%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	205,448	35.2%	62.0%	80%
Separation Determ. within 21 Days	165,311	34.5%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	50,739	72.0%	41.6%	60%
Decisions within 45 Days of Filing`	50,739	86.9%	62.3%	80%
Decisions within 90 Days of Filing	50,739	96.1%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	6,585	63.7%	64.1%	50%
Decisions within 75 Days of Filing	6,585	92.3%	85.0%	80%
Decisions within 150 Days of Filing	6,585	98.7%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	6,584	1.7	1.6	none
Higher Authority Appeals (months)	50,717	0.9	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	25,730	88.5%	90.8%	none
Billings Made within 30 Days	206	100.0%	90.3%	none
Reimbursements Made within 30 Days	205	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	10,326,446	93.2%	63.7%	none
Payments Made within 14 Days	10,326,446	95.9%	93.0%	none
Payments Made within 21 Days	10,326,446	97.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	34,797,309	66.7%	48.2%	none
Nonfraud Overpayment Recovery Rate	35,364,122	21.0%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	350	54.4%	71.2%	75%
LA Appeals with Scores >= 85%	148	94.9%	94.1%	80%
LA Appeals passing due process	156	91.7%	87.2%	none
BAM Operational Overpayment Rate	484	2.8%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NEW YORK

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$2,994,625,296	\$40,972,133,952
Sample Size		484	24,847
Proper Payment Rate		92.2% +/- 2.3	90.7% +/- .5
Overpayment Rate		7.8% +/- 2.3	9.3% +/- .5
Underpayment Rate		.6% +/- .5	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	151	7,492
	Population	102,234	1,230,141
	Improper Denial Rate	33.6% +/- 8.2	11.3% +/- .8
	Adjusted Improper Denial Rate	14.3% +/- 5.9	6.9 +/- .6
Separation:	Sample Size	151	7,669
	Population	102,934	2,170,249
	Improper Denial Rate	7.7% +/- 4.1	8.0% +/- .6
	Adjusted Improper Denial Rate	5.4% +/- 3.6	6.2% +/- .5
NonSeparation:	Sample Size	142	7,649
	Population	93,316	2,179,517
	Improper Denial Rate	9.0% +/- 4.9	11.8% +/- .7
	Adjusted Improper Denial Rate	6.8% +/- 4.3	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		88.1%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		90.1%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		87.6%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		2.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due		3.4%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		8.9%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		1.7%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NORTH CAROLINA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	248,738	84.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	248,738	95.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	8,547	82.4%	80.7%	70%
Interstate UI, full weeks - 35 Days	8,547	94.3%	93.2%	78%
All First Payments - 14/21 Days	333,192	86.1%	88.3%	90% ~
All First Payments - 35 Days	333,192	96.1%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	82,999	68.9%	62.0%	80%
Separation Determ. within 21 Days	121,054	65.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	51,489	39.6%	41.6%	60%
Decisions within 45 Days of Filing`	51,489	57.4%	62.3%	80%
Decisions within 90 Days of Filing	51,489	85.7%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	9,538	84.8%	64.1%	50%
Decisions within 75 Days of Filing	9,538	91.3%	85.0%	80%
Decisions within 150 Days of Filing	9,538	95.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	9,508	1.8	1.6	none
Higher Authority Appeals (months)	51,267	0.8	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,619	94.5%	90.8%	none
Billings Made within 30 Days	202	100.0%	90.3%	none
Reimbursements Made within 30 Days	202	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,528,630	93.5%	63.7%	none
Payments Made within 14 Days	4,528,630	96.8%	93.0%	none
Payments Made within 21 Days	4,528,630	97.7%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	5,403,811	55.5%	48.2%	none
Nonfraud Overpayment Recovery Rate	13,070,934	67.9%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	337	38.0%	71.2%	75%
LA Appeals with Scores >= 85%	126	92.6%	94.1%	80%
LA Appeals passing due process	136	80.1%	87.2%	none
BAM Operational Overpayment Rate	520	5.2%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NORTH CAROLINA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$1,207,352,978	\$40,972,133,952
Sample Size		520	24,847
Proper Payment Rate		90.0% +/- 3.0	90.7% +/- .5
Overpayment Rate		10.0% +/- 3.0	9.3% +/- .5
Underpayment Rate		.2% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	153	7,492
	Population	37,670	1,230,141
	Improper Denial Rate	10.1% +/- 4.8	11.3% +/- .8
	Adjusted Improper Denial Rate	6.2% +/- 3.7	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	62,646	2,170,249
	Improper Denial Rate	5.9% +/- 3.9	8.0% +/- .6
	Adjusted Improper Denial Rate	5.2% +/- 3.6	6.2% +/- .5
NonSeparation:	Sample Size	139	7,649
	Population	56,099	2,179,517
	Improper Denial Rate	13.9% +/- 5.6	11.8% +/- .7
	Adjusted Improper Denial Rate	12.3% +/- 5.2	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		78.1%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		*	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		87.5%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		91.7%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.4%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.3%	4.9%
Percentage Of Contributory Employers Audited		1.9%	1.7%
Annualized Percentage Of Total Wages Audited		1.1%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
NORTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	10,788	98.4%	88.8%	87%
Intrastate UI, full weeks - 35 Days	10,788	99.5%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	517	95.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	517	98.3%	93.2%	78%
All First Payments - 14/21 Days	12,245	98.1%	88.3%	90% ~
All First Payments - 35 Days	12,245	99.5%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,070	90.7%	62.0%	80%
Separation Determ. within 21 Days	5,894	92.5%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,821	92.8%	41.6%	60%
Decisions within 45 Days of Filing`	1,821	98.6%	62.3%	80%
Decisions within 90 Days of Filing	1,821	99.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	391	96.9%	64.1%	50%
Decisions within 75 Days of Filing	391	99.7%	85.0%	80%
Decisions within 150 Days of Filing	391	100.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	387	0.6	1.6	none
Higher Authority Appeals (months)	1,794	0.6	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	3,779	97.8%	90.8%	none
Billings Made within 30 Days	155	100.0%	90.3%	none
Reimbursements Made within 30 Days	169	92.9%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	184,331	94.0%	63.7%	none
Payments Made within 14 Days	184,331	98.5%	93.0%	none
Payments Made within 21 Days	184,331	99.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	242,832	25.9%	48.2%	none
Nonfraud Overpayment Recovery Rate	896,018	73.4%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	234	82.4%	71.2%	75%
LA Appeals with Scores >= 85%	72	100.0%	94.1%	80%
LA Appeals passing due process	72	98.6%	87.2%	none
BAM Operational Overpayment Rate	360	2.9%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
NORTH DAKOTA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$41,528,561	\$40,972,133,952
Sample Size		360	24,847
Proper Payment Rate		90.9% +/- 3.2	90.7% +/- .5
Overpayment Rate		9.1% +/- 3.2	9.3% +/- .5
Underpayment Rate		.3% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	151	7,492
	Population	1,864	1,230,141
	Improper Denial Rate	.0% +/- .0	11.3% +/- .8
	Adjusted Improper Denial Rate	.0% +/- .0	6.9 +/- .6
Separation:	Sample Size	152	7,669
	Population	3,309	2,170,249
	Improper Denial Rate	6.8% +/- 4.1	8.0% +/- .6
	Adjusted Improper Denial Rate	.8% +/- 1.6	6.2% +/- .5
NonSeparation:	Sample Size	145	7,649
	Population	4,552	2,179,517
	Improper Denial Rate	7.9% +/- 3.8	11.8% +/- .7
	Adjusted Improper Denial Rate	6.9% +/- 3.8	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		80.7%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		99.2%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		72.9%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		1.1%	4.9%
Percentage Of Contributory Employers Audited		2.1%	1.7%
Annualized Percentage Of Total Wages Audited		0.9%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
OHIO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	320,071	93.1%	88.8%	87%
Intrastate UI, full weeks - 35 Days	320,071	98.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	8,308	81.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	8,308	95.3%	93.2%	78%
All First Payments - 14/21 Days	354,847	92.2%	88.3%	90% ~
All First Payments - 35 Days	354,847	98.3%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	79,869	59.7%	62.0%	80%
Separation Determ. within 21 Days	126,034	77.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	21,720	28.9%	41.6%	60%
Decisions within 45 Days of Filing`	21,720	35.8%	62.3%	80%
Decisions within 90 Days of Filing	21,720	56.1%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,960	80.8%	64.1%	50%
Decisions within 75 Days of Filing	3,960	91.9%	85.0%	80%
Decisions within 150 Days of Filing	3,960	97.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,937	1.6	1.6	none
Higher Authority Appeals (months)	21,599	4.2	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,139	96.7%	90.8%	none
Billings Made within 30 Days	207	100.0%	90.3%	none
Reimbursements Made within 30 Days	192	99.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	5,179,773	46.5%	63.7%	none
Payments Made within 14 Days	5,179,773	95.4%	93.0%	none
Payments Made within 21 Days	5,179,773	98.4%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	13,923,439	37.0%	48.2%	none
Nonfraud Overpayment Recovery Rate	30,993,067	39.5%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	360	80.4%	71.2%	75%
LA Appeals with Scores >= 85%	74	93.7%	94.1%	80%
LA Appeals passing due process	79	93.7%	87.2%	none
BAM Operational Overpayment Rate	486	5.6%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
OHIO

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$1,396,188,506	\$40,972,133,952
Sample Size		486	24,847
Proper Payment Rate		88.9% +/- 2.8	90.7% +/- .5
Overpayment Rate		11.1% +/- 2.8	9.3% +/- .5
Underpayment Rate		1.3% +/- .5	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	155	7,492
	Population	56,543	1,230,141
	Improper Denial Rate	15.3% +/- 6.3	11.3% +/- .8
	Adjusted Improper Denial Rate	13.5% +/- 6.0	6.9 +/- .6
Separation:	Sample Size	155	7,669
	Population	58,161	2,170,249
	Improper Denial Rate	6.9% +/- 4.1	8.0% +/- .6
	Adjusted Improper Denial Rate	6.2% +/- 3.9	6.2% +/- .5
NonSeparation:	Sample Size	154	7,649
	Population	40,725	2,179,517
	Improper Denial Rate	15.4% +/- 5.8	11.8% +/- .7
	Adjusted Improper Denial Rate	14.1% +/- 5.6	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		89.0%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		91.1%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		96.1%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.7%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		5.3%	4.9%
Percentage Of Contributory Employers Audited		2.2%	1.7%
Annualized Percentage Of Total Wages Audited		0.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
OKLAHOMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	59,900	88.5%	88.8%	87%
Intrastate UI, full weeks - 35 Days	59,900	96.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,745	81.7%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,745	93.5%	93.2%	78%
All First Payments - 14/21 Days	67,346	88.1%	88.3%	90% ~
All First Payments - 35 Days	67,346	96.2%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	22,169	44.6%	62.0%	80%
Separation Determ. within 21 Days	49,371	73.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,459	62.6%	41.6%	60%
Decisions within 45 Days of Filing`	12,459	85.5%	62.3%	80%
Decisions within 90 Days of Filing	12,459	98.4%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,945	90.6%	64.1%	50%
Decisions within 75 Days of Filing	1,945	99.2%	85.0%	80%
Decisions within 150 Days of Filing	1,945	99.7%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	1,926	1.3	1.6	none
Higher Authority Appeals (months)	12,369	1.6	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,821	98.5%	90.8%	none
Billings Made within 30 Days	201	100.0%	90.3%	none
Reimbursements Made within 30 Days	188	94.1%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,186,901	94.7%	63.7%	none
Payments Made within 14 Days	1,186,901	97.8%	93.0%	none
Payments Made within 21 Days	1,186,901	98.6%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,748,627	25.6%	48.2%	none
Nonfraud Overpayment Recovery Rate	3,889,534	32.4%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	231	71.8%	71.2%	75%
LA Appeals with Scores >= 85%	79	100.0%	94.1%	80%
LA Appeals passing due process	79	92.4%	87.2%	none
BAM Operational Overpayment Rate	480	1.0%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
OKLAHOMA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$294,274,268	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		98.2% +/- 1.1	90.7% +/- .5
Overpayment Rate		1.8% +/- 1.1	9.3% +/- .5
Underpayment Rate		.3% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	149	7,492
	Population	17,514	1,230,141
	Improper Denial Rate	3.0% +/- 3.0	11.3% +/- .8
	Adjusted Improper Denial Rate	.0% +/- .0	6.9 +/- .6
Separation:	Sample Size	156	7,669
	Population	24,581	2,170,249
	Improper Denial Rate	5.2% +/- 3.7	8.0% +/- .6
	Adjusted Improper Denial Rate	2.1% +/- 2.4	6.2% +/- .5
NonSeparation:	Sample Size	156	7,649
	Population	19,901	2,179,517
	Improper Denial Rate	4.4% +/- 3.5	11.8% +/- .7
	Adjusted Improper Denial Rate	3.1% +/- 3.0	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		81.1%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		*	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		88.7%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		*	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		87.5%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due		3.2%	2.3%
Appropriate Actions Taken To Collect Tax Due?		*	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		*	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.7%	4.9%
Percentage Of Contributory Employers Audited		1.9%	1.7%
Annualized Percentage Of Total Wages Audited		1.9%	1.3%
Audits Meet Employment Security Manual Requirements?		*	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
OREGON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	149,381	89.5%	88.8%	87%
Intrastate UI, full weeks - 35 Days	149,381	97.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	8,290	87.1%	80.7%	70%
Interstate UI, full weeks - 35 Days	8,290	96.1%	93.2%	78%
All First Payments - 14/21 Days	188,129	89.7%	88.3%	90% ~
All First Payments - 35 Days	188,129	97.7%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	117,470	65.4%	62.0%	80%
Separation Determ. within 21 Days	90,421	59.2%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	18,894	60.9%	41.6%	60%
Decisions within 45 Days of Filing`	18,894	80.0%	62.3%	80%
Decisions within 90 Days of Filing	18,894	95.5%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,614	62.7%	64.1%	50%
Decisions within 75 Days of Filing	2,614	78.5%	85.0%	80%
Decisions within 150 Days of Filing	2,614	99.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	2,614	1.2	1.6	none
Higher Authority Appeals (months)	18,894	1.4	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,707	100.0%	90.8%	none
Billings Made within 30 Days	205	100.0%	90.3%	none
Reimbursements Made within 30 Days	188	91.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,988,875	94.8%	63.7%	none
Payments Made within 14 Days	2,988,875	97.7%	93.0%	none
Payments Made within 21 Days	2,988,875	98.6%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	9,214,946	51.9%	48.2%	none
Nonfraud Overpayment Recovery Rate	7,858,939	38.3%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	375	55.3%	71.2%	75%
LA Appeals with Scores >= 85%	78	91.8%	94.1%	80%
LA Appeals passing due process	85	92.9%	87.2%	none
BAM Operational Overpayment Rate	436	5.9%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
OREGON

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$802,986,415	\$40,972,133,952
Sample Size		436	24,847
Proper Payment Rate		90.5% +/- 2.8	90.7% +/- .5
Overpayment Rate		9.5% +/- 2.8	9.3% +/- .5
Underpayment Rate		.3% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	98	7,492
	Population	11,803	1,230,141
	Improper Denial Rate	8.9% +/- 6.4	11.3% +/- .8
	Adjusted Improper Denial Rate	7.0% +/- 5.8	6.9 +/- .6
Separation:	Sample Size	101	7,669
	Population	30,622	2,170,249
	Improper Denial Rate	8.9% +/- 5.8	8.0% +/- .6
	Adjusted Improper Denial Rate	6.8% +/- 5.0	6.2% +/- .5
NonSeparation:	Sample Size	101	7,649
	Population	25,049	2,179,517
	Improper Denial Rate	12.9% +/- 7.1	11.8% +/- .7
	Adjusted Improper Denial Rate	8.1% +/- 6.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		87.5%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		87.1%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.9%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.3%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		N	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		6.2%	4.9%
Percentage Of Contributory Employers Audited		1.7%	1.7%
Annualized Percentage Of Total Wages Audited		1.1%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
PENNSYLVANIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	394,208	91.6%	88.8%	87%
Intrastate UI, full weeks - 35 Days	394,208	96.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	12,529	85.6%	80.7%	70%
Interstate UI, full weeks - 35 Days	12,529	95.3%	93.2%	78%
All First Payments - 14/21 Days	463,403	90.9%	88.3%	90% ~
All First Payments - 35 Days	463,403	96.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	205,984	49.3%	62.0%	80%
Separation Determ. within 21 Days	210,561	76.1%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	84,140	12.0%	41.6%	60%
Decisions within 45 Days of Filing`	84,140	30.0%	62.3%	80%
Decisions within 90 Days of Filing	84,140	72.3%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	14,745	47.0%	64.1%	50%
Decisions within 75 Days of Filing	14,745	78.8%	85.0%	80%
Decisions within 150 Days of Filing	14,745	95.9%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	12,491	1.7	1.6	none
Higher Authority Appeals (months)	80,636	1.9	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	18,292	76.8%	90.8%	none
Billings Made within 30 Days	202	41.6%	90.3%	none
Reimbursements Made within 30 Days	202	99.5%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	9,636,066	46.7%	63.7%	none
Payments Made within 14 Days	9,636,066	96.5%	93.0%	none
Payments Made within 21 Days	9,636,066	98.0%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	16,803,119	44.2%	48.2%	none
Nonfraud Overpayment Recovery Rate	44,958,564	33.3%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	381	74.8%	71.2%	75%
LA Appeals with Scores >= 85%	118	81.4%	94.1%	80%
LA Appeals passing due process	145	75.9%	87.2%	none
BAM Operational Overpayment Rate	480	6.4%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
PENNSYLVANIA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$2,700,434,206	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		92.2% +/- 2.4	90.7% +/- .5
Overpayment Rate		7.8% +/- 2.4	9.3% +/- .5
Underpayment Rate		.9% +/- .5	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	153	7,492
	Population	62,970	1,230,141
	Improper Denial Rate	21.4% +/- 6.8	11.3% +/- .8
	Adjusted Improper Denial Rate	10.9% +/- 5.5	6.9 +/- .6
Separation:	Sample Size	155	7,669
	Population	71,789	2,170,249
	Improper Denial Rate	12.7% +/- 5.4	8.0% +/- .6
	Adjusted Improper Denial Rate	12.2% +/- 5.3	6.2% +/- .5
NonSeparation:	Sample Size	153	7,649
	Population	34,554	2,179,517
	Improper Denial Rate	25.3% +/- 7.3	11.8% +/- .7
	Adjusted Improper Denial Rate	21.6% +/- 7.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		73.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		91.6%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		96.3%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.6%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		F	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		6.0%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		1.0%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
PUERTO RICO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL CRITERION RESULTS	
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	72,111	93.5%	88.8%	87%
Intrastate UI, full weeks - 35 Days	72,111	97.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,244	77.3%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,244	85.9%	93.2%	78%
All First Payments - 14/21 Days	89,065	91.9%	88.3%	90% ~
All First Payments - 35 Days	89,065	97.2%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	45,200	76.1%	62.0%	80%
Separation Determ. within 21 Days	36,628	86.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,962	63.4%	41.6%	60%
Decisions within 45 Days of Filing`	5,962	84.0%	62.3%	80%
Decisions within 90 Days of Filing	5,962	93.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,252	84.2%	64.1%	50%
Decisions within 75 Days of Filing	1,252	97.8%	85.0%	80%
Decisions within 150 Days of Filing	1,252	99.9%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	1,252	0	1.6	none
Higher Authority Appeals (months)	5,962	1.6	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	*	*	90.8%	none
Billings Made within 30 Days	*	*	90.3%	none
Reimbursements Made within 30 Days	*	*	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,854,458	33.4%	63.7%	none
Payments Made within 14 Days	1,854,458	77.9%	93.0%	none
Payments Made within 21 Days	1,854,458	91.6%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	*	*	48.2%	none
Nonfraud Overpayment Recovery Rate	*	*	43.0%	none
<i>Benefit Quality Measures[^]</i>				
Nonmon. Determin. with Scores > 80%	219	62.2%	71.2%	75%
LA Appeals with Scores >= 85%	79	100.0%	94.1%	80%
LA Appeals passing due process	79	96.2%	87.2%	none
BAM Operational Overpayment Rate	500	6.1%	5.0%	none

~ Proposed criterion

[^] Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
PUERTO RICO

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$218,572,927	\$40,972,133,952
Sample Size		500	24,847
Proper Payment Rate		92.4% +/- 2.3	90.7% +/- .5
Overpayment Rate		7.6% +/- 2.3	9.3% +/- .5
Underpayment Rate		1.3% +/- .7	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	153	7,492
	Population	5,537	1,230,141
	Improper Denial Rate	33.8% +/- 9.3	11.3% +/- .8
	Adjusted Improper Denial Rate	18.6% +/- 7.5	6.9 +/- .6
Separation:	Sample Size	151	7,669
	Population	6,564	2,170,249
	Improper Denial Rate	3.9% +/- 3.5	8.0% +/- .6
	Adjusted Improper Denial Rate	1.0% +/- 1.6	6.2% +/- .5
NonSeparation:	Sample Size	152	7,649
	Population	20,937	2,179,517
	Improper Denial Rate	14.1% +/- 6.5	11.8% +/- .7
	Adjusted Improper Denial Rate	11.4% +/- 5.9	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		59.5%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		66.0%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		*	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		89.5%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		4.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due		10.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		*	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		N	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		13.9%	4.9%
Percentage Of Contributory Employers Audited		1.6%	1.7%
Annualized Percentage Of Total Wages Audited		1.0%	1.3%
Audits Meet Employment Security Manual Requirements?		*	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
RHODE ISLAND

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	36,954	84.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	36,954	95.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,281	80.2%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,281	94.0%	93.2%	78%
All First Payments - 14/21 Days	43,377	84.1%	88.3%	90% ~
All First Payments - 35 Days	43,377	95.1%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	10,432	36.4%	62.0%	80%
Separation Determ. within 21 Days	16,986	56.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,592	89.2%	41.6%	60%
Decisions within 45 Days of Filing`	4,592	97.9%	62.3%	80%
Decisions within 90 Days of Filing	4,592	99.9%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	883	80.2%	64.1%	50%
Decisions within 75 Days of Filing	883	95.6%	85.0%	80%
Decisions within 150 Days of Filing	883	99.1%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	880	1.2	1.6	none
Higher Authority Appeals (months)	4,566	1.0	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	10,746	77.8%	90.8%	none
Billings Made within 30 Days	78	57.7%	90.3%	none
Reimbursements Made within 30 Days	93	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	647,258	93.6%	63.7%	none
Payments Made within 14 Days	647,258	96.0%	93.0%	none
Payments Made within 21 Days	647,258	97.3%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,199,936	66.2%	48.2%	none
Nonfraud Overpayment Recovery Rate	3,191,040	34.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	226	87.1%	71.2%	75%
LA Appeals with Scores >= 85%	69	87.3%	94.1%	80%
LA Appeals passing due process	79	94.9%	87.2%	none
BAM Operational Overpayment Rate	481	4.0%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
RHODE ISLAND

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$207,332,482	\$40,972,133,952
Sample Size		481	24,847
Proper Payment Rate		94.6% +/- 2.0	90.7% +/- .5
Overpayment Rate		5.4% +/- 2.0	9.3% +/- .5
Underpayment Rate		.4% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	152	7,492
	Population	3,776	1,230,141
	Improper Denial Rate	5.4% +/- 3.6	11.3% +/- .8
	Adjusted Improper Denial Rate	3.3% +/- 2.9	6.9 +/- .6
Separation:	Sample Size	151	7,669
	Population	7,597	2,170,249
	Improper Denial Rate	2.0% +/- 1.9	8.0% +/- .6
	Adjusted Improper Denial Rate	.5% +/- 1.0	6.2% +/- .5
NonSeparation:	Sample Size	148	7,649
	Population	7,629	2,179,517
	Improper Denial Rate	3.6% +/- 3.1	11.8% +/- .7
	Adjusted Improper Denial Rate	1.7% +/- 2.3	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		94.9%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		92.9%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.7%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		10.7%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		1.9%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
SOUTH CAROLINA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	107,091	88.6%	88.8%	87%
Intrastate UI, full weeks - 35 Days	107,091	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,595	80.9%	80.7%	70%
Interstate UI, full weeks - 35 Days	2,595	94.1%	93.2%	78%
All First Payments - 14/21 Days	132,938	89.0%	88.3%	90% ~
All First Payments - 35 Days	132,938	97.8%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	18,901	73.6%	62.0%	80%
Separation Determ. within 21 Days	53,984	53.7%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	13,662	99.9%	41.6%	60%
Decisions within 45 Days of Filing`	13,662	99.9%	62.3%	80%
Decisions within 90 Days of Filing	13,662	100.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,628	65.2%	64.1%	50%
Decisions within 75 Days of Filing	1,628	94.6%	85.0%	80%
Decisions within 150 Days of Filing	1,628	99.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	1,603	1.2	1.6	none
Higher Authority Appeals (months)	13,589	0.6	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	11,937	92.3%	90.8%	none
Billings Made within 30 Days	201	100.0%	90.3%	none
Reimbursements Made within 30 Days	151	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,601,825	94.9%	63.7%	none
Payments Made within 14 Days	2,601,825	98.5%	93.0%	none
Payments Made within 21 Days	2,601,825	99.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,989,031	27.2%	48.2%	none
Nonfraud Overpayment Recovery Rate	9,629,823	49.4%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	234	77.6%	71.2%	75%
LA Appeals with Scores >= 85%	89	97.8%	94.1%	80%
LA Appeals passing due process	91	98.9%	87.2%	none
BAM Operational Overpayment Rate	520	6.3%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
SOUTH CAROLINA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$413,771,977	\$40,972,133,952
Sample Size		520	24,847
Proper Payment Rate		91.6% +/- 2.4	90.7% +/- .5
Overpayment Rate		8.4% +/- 2.4	9.3% +/- .5
Underpayment Rate		.2% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	1,974	1,230,141
	Improper Denial Rate	9.5% +/- 4.6	11.3% +/- .8
	Adjusted Improper Denial Rate	6.9% +/- 3.9	6.9 +/- .6
Separation:	Sample Size	156	7,669
	Population	47,260	2,170,249
	Improper Denial Rate	9.9% +/- 5.0	8.0% +/- .6
	Adjusted Improper Denial Rate	5.7% +/- 3.6	6.2% +/- .5
NonSeparation:	Sample Size	156	7,649
	Population	14,373	2,179,517
	Improper Denial Rate	11.6% +/- 5.4	11.8% +/- .7
	Adjusted Improper Denial Rate	9.8% +/- 5.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		86.1%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		89.2%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		2.5%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		7.9%	4.9%
Percentage Of Contributory Employers Audited		2.7%	1.7%
Annualized Percentage Of Total Wages Audited		1.1%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
SOUTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	8,965	96.9%	88.8%	87%
Intrastate UI, full weeks - 35 Days	8,965	98.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	656	93.9%	80.7%	70%
Interstate UI, full weeks - 35 Days	656	98.6%	93.2%	78%
All First Payments - 14/21 Days	11,758	96.6%	88.3%	90% ~
All First Payments - 35 Days	11,758	98.9%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,677	90.0%	62.0%	80%
Separation Determ. within 21 Days	8,063	94.6%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,794	80.3%	41.6%	60%
Decisions within 45 Days of Filing`	1,794	96.4%	62.3%	80%
Decisions within 90 Days of Filing	1,794	99.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	143	93.0%	64.1%	50%
Decisions within 75 Days of Filing	143	99.3%	85.0%	80%
Decisions within 150 Days of Filing	143	100.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	143	0.7	1.6	none
Higher Authority Appeals (months)	1,794	1.0	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,461	99.3%	90.8%	none
Billings Made within 30 Days	150	100.0%	90.3%	none
Reimbursements Made within 30 Days	172	90.1%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	146,437	94.9%	63.7%	none
Payments Made within 14 Days	146,437	98.5%	93.0%	none
Payments Made within 21 Days	146,437	99.0%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	295,368	42.4%	48.2%	none
Nonfraud Overpayment Recovery Rate	525,804	59.4%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	235	89.7%	71.2%	75%
LA Appeals with Scores >= 85%	75	98.7%	94.1%	80%
LA Appeals passing due process	76	96.1%	87.2%	none
BAM Operational Overpayment Rate	360	3.1%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
SOUTH DAKOTA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$31,291,222	\$40,972,133,952
Sample Size		360	24,847
Proper Payment Rate		90.5% +/- 3.3	90.7% +/- .5
Overpayment Rate		9.5% +/- 3.3	9.3% +/- .5
Underpayment Rate		.5% +/- .4	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	150	7,492
	Population	2,809	1,230,141
	Improper Denial Rate	10.8% +/- 4.7	11.3% +/- .8
	Adjusted Improper Denial Rate	3.6% +/- 2.8	6.9 +/- .6
Separation:	Sample Size	149	7,669
	Population	3,997	2,170,249
	Improper Denial Rate	2.2% +/- 2.1	8.0% +/- .6
	Adjusted Improper Denial Rate	2.2% +/- 2.1	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	7,008	2,179,517
	Improper Denial Rate	3.8% +/- 2.8	11.8% +/- .7
	Adjusted Improper Denial Rate	3.2% +/- 2.6	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		80.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.4%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		94.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.6%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		1.2%	4.9%
Percentage Of Contributory Employers Audited		2.2%	1.7%
Annualized Percentage Of Total Wages Audited		1.9%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
TENNESSEE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	170,485	94.7%	88.8%	87%
Intrastate UI, full weeks - 35 Days	170,485	98.0%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	6,539	90.5%	80.7%	70%
Interstate UI, full weeks - 35 Days	6,539	96.3%	93.2%	78%
All First Payments - 14/21 Days	202,460	93.8%	88.3%	90% ~
All First Payments - 35 Days	202,460	98.0%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	9,574	77.9%	62.0%	80%
Separation Determ. within 21 Days	74,338	81.3%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	23,160	62.2%	41.6%	60%
Decisions within 45 Days of Filing`	23,160	82.0%	62.3%	80%
Decisions within 90 Days of Filing	23,160	98.1%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,370	35.0%	64.1%	50%
Decisions within 75 Days of Filing	4,370	85.3%	85.0%	80%
Decisions within 150 Days of Filing	4,370	98.9%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	4,348	1.3	1.6	none
Higher Authority Appeals (months)	23,045	0.6	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	15,116	100.0%	90.8%	none
Billings Made within 30 Days	204	100.0%	90.3%	none
Reimbursements Made within 30 Days	203	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,743,443	87.8%	63.7%	none
Payments Made within 14 Days	2,743,443	92.8%	93.0%	none
Payments Made within 21 Days	2,743,443	93.6%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	7,225,780	42.8%	48.2%	none
Nonfraud Overpayment Recovery Rate	9,295,066	47.9%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	216	57.4%	71.2%	75%
LA Appeals with Scores >= 85%	73	94.8%	94.1%	80%
LA Appeals passing due process	77	87.0%	87.2%	none
BAM Operational Overpayment Rate	480	5.3%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
TENNESSEE

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$543,845,425	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		91.4% +/- 2.7	90.7% +/- .5
Overpayment Rate		8.6% +/- 2.7	9.3% +/- .5
Underpayment Rate		.4% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	146	7,492
	Population	16,030	1,230,141
	Improper Denial Rate	18.0% +/- 8.9	11.3% +/- .8
	Adjusted Improper Denial Rate	9.1% +/- 5.9	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	35,987	2,170,249
	Improper Denial Rate	7.0% +/- 4.4	8.0% +/- .6
	Adjusted Improper Denial Rate	1.9% +/- 2.2	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	5,600	2,179,517
	Improper Denial Rate	13.8% +/- 5.9	11.8% +/- .7
	Adjusted Improper Denial Rate	7.8% +/- 4.2	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		86.8%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		92.2%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		95.8%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.9%	2.3%
Appropriate Actions Taken To Collect Tax Due?		F	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.5%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		1.1%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
TEXAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	490,514	89.0%	88.8%	87%
Intrastate UI, full weeks - 35 Days	490,514	97.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	10,751	88.2%	80.7%	70%
Interstate UI, full weeks - 35 Days	10,751	96.7%	93.2%	78%
All First Payments - 14/21 Days	542,260	88.8%	88.3%	90% ~
All First Payments - 35 Days	542,260	97.2%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	250,383	80.7%	62.0%	80%
Separation Determ. within 21 Days	359,534	62.2%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	138,672	41.5%	41.6%	60%
Decisions within 45 Days of Filing`	138,672	54.9%	62.3%	80%
Decisions within 90 Days of Filing	138,672	69.7%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	20,906	78.1%	64.1%	50%
Decisions within 75 Days of Filing	20,906	94.8%	85.0%	80%
Decisions within 150 Days of Filing	20,906	99.6%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	20,801	1.5	1.6	none
Higher Authority Appeals (months)	137,512	2.8	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	21,368	94.2%	90.8%	none
Billings Made within 30 Days	104	100.0%	90.3%	none
Reimbursements Made within 30 Days	99	88.9%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	8,585,115	41.9%	63.7%	none
Payments Made within 14 Days	8,585,115	88.1%	93.0%	none
Payments Made within 21 Days	8,585,115	92.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	17,499,309	40.8%	48.2%	none
Nonfraud Overpayment Recovery Rate	73,715,646	42.3%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	386	88.4%	71.2%	75%
LA Appeals with Scores >= 85%	142	88.8%	94.1%	80%
LA Appeals passing due process	160	76.9%	87.2%	none
BAM Operational Overpayment Rate	483	5.7%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
TEXAS

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$2,170,075,331	\$40,972,133,952
Sample Size		483	24,847
Proper Payment Rate		79.3% +/- 3.8	90.7% +/- .5
Overpayment Rate		20.7% +/- 3.8	9.3% +/- .5
Underpayment Rate		.1% +/- .1	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	151	7,492
	Population	97,643	1,230,141
	Improper Denial Rate	6.6% +/- 3.8	11.3% +/- .8
	Adjusted Improper Denial Rate	6.0% +/- 3.8	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	188,308	2,170,249
	Improper Denial Rate	18.8% +/- 5.9	8.0% +/- .6
	Adjusted Improper Denial Rate	17.2% +/- 5.8	6.2% +/- .5
NonSeparation:	Sample Size	151	7,649
	Population	227,267	2,179,517
	Improper Denial Rate	12.1% +/- 5.2	11.8% +/- .7
	Adjusted Improper Denial Rate	12.1% +/- 5.2	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		81.6%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		91.0%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		91.6%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due		0.9%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		10.5%	4.9%
Percentage Of Contributory Employers Audited		2.1%	1.7%
Annualized Percentage Of Total Wages Audited		0.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003

UTAH

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
First Payment Timeliness				
Intrastate UI, full weeks - 14/21 Days	48,204	98.1%	88.8%	87%
Intrastate UI, full weeks - 35 Days	48,204	99.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,396	94.3%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,396	98.4%	93.2%	78%
All First Payments - 14/21 Days	55,898	97.9%	88.3%	90% ~
All First Payments - 35 Days	55,898	99.8%	96.5%	95% ~
Nonmonetary Determinations Timeliness:				
Detection Date to Determination Date				
Nonseparation Determ. within 14 Days	35,732	85.8%	62.0%	80%
Separation Determ. within 21 Days	37,378	91.1%	69.0%	80%
Lower Authority Appeals Timeliness				
Decisions within 30 Days of Filing	11,897	89.6%	41.6%	60%
Decisions within 45 Days of Filing`	11,897	97.1%	62.3%	80%
Decisions within 90 Days of Filing	11,897	99.6%	87.4%	95% ~
Higher Authority Appeals Timeliness				
Decisions within 45 Days of Filing	1,240	84.7%	64.1%	50%
Decisions within 75 Days of Filing	1,240	97.8%	85.0%	80%
Decisions within 150 Days of Filing	1,240	99.8%	96.8%	95%
Backlog of Pending Appeals				
Lower Authority Appeals (months)	1,188	0.8	1.6	none
Higher Authority Appeals (months)	11,152	0.4	1.7	none
Combined Wage Program Timeliness				
Wage Transfers Made within 3 Days	3,166	80.8%	90.8%	none
Billings Made within 30 Days	195	100.0%	90.3%	none
Reimbursements Made within 30 Days	195	85.1%	91.7%	none
Continued Claims Payment Timeliness				
Payments Made within 7 Days	716,442	98.0%	63.7%	none
Payments Made within 14 Days	716,442	99.6%	93.0%	none
Payments Made within 21 Days	716,442	99.9%	96.3%	none
Benefit Payment Control				
Fraud Overpayment Recovery Rate	2,575,774	87.3%	48.2%	none
Nonfraud Overpayment Recovery Rate	4,747,960	47.0%	43.0%	none
Benefit Quality Measures^				
Nonmon. Determin. with Scores > 80%	228	87.5%	71.2%	75%
LA Appeals with Scores >= 85%	78	98.7%	94.1%	80%
LA Appeals passing due process	79	96.2%	87.2%	none
BAM Operational Overpayment Rate	390	5.3%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
UTAH

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$214,797,943	\$40,972,133,952
Sample Size		390	24,847
Proper Payment Rate		91.2% +/- 2.9	90.7% +/- .5
Overpayment Rate		8.8% +/- 2.9	9.3% +/- .5
Underpayment Rate		.8% +/- .3	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	137	7,492
	Population	3,728	1,230,141
	Improper Denial Rate	26.7% +/- 8.5	11.3% +/- .8
	Adjusted Improper Denial Rate	21.5% +/- 7.8	6.9 +/- .6
Separation:	Sample Size	152	7,669
	Population	17,042	2,170,249
	Improper Denial Rate	6.2% +/- 3.9	8.0% +/- .6
	Adjusted Improper Denial Rate	5.2% +/- 3.7	6.2% +/- .5
NonSeparation:	Sample Size	152	7,649
	Population	28,963	2,179,517
	Improper Denial Rate	5.6% +/- 3.8	11.8% +/- .7
	Adjusted Improper Denial Rate	3.9% +/- 3.1	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		91.6%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		94.3%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due		0.9%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		3.4%	4.9%
Percentage Of Contributory Employers Audited		2.5%	1.7%
Annualized Percentage Of Total Wages Audited		1.3%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
VERMONT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL CRITERION RESULTS	
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	21,107	88.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	21,107	93.3%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,103	80.1%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,103	88.6%	93.2%	78%
All First Payments - 14/21 Days	27,315	87.6%	88.3%	90% ~
All First Payments - 35 Days	27,315	92.9%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,608	44.0%	62.0%	80%
Separation Determ. within 21 Days	8,585	14.9%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,843	75.4%	41.6%	60%
Decisions within 45 Days of Filing`	1,843	91.2%	62.3%	80%
Decisions within 90 Days of Filing	1,843	98.5%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	278	38.1%	64.1%	50%
Decisions within 75 Days of Filing	278	89.6%	85.0%	80%
Decisions within 150 Days of Filing	278	100.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	278	2.7	1.6	none
Higher Authority Appeals (months)	1,832	1.0	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,355	73.0%	90.8%	none
Billings Made within 30 Days	175	100.0%	90.3%	none
Reimbursements Made within 30 Days	158	96.8%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	405,240	90.2%	63.7%	none
Payments Made within 14 Days	405,240	95.7%	93.0%	none
Payments Made within 21 Days	405,240	97.0%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	637,151	46.7%	48.2%	none
Nonfraud Overpayment Recovery Rate	827,123	54.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	229	79.3%	71.2%	75%
LA Appeals with Scores >= 85%	80	100.0%	94.1%	80%
LA Appeals passing due process	80	100.0%	87.2%	none
BAM Operational Overpayment Rate	360	2.0%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
VERMONT

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$98,572,034	\$40,972,133,952
Sample Size		360	24,847
Proper Payment Rate		97.1% +/- 1.6	90.7% +/- .5
Overpayment Rate		2.9% +/- 1.6	9.3% +/- .5
Underpayment Rate		.9% +/- .5	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	149	7,492
	Population	1,602	1,230,141
	Improper Denial Rate	.2% +/- .4	11.3% +/- .8
	Adjusted Improper Denial Rate	.0% +/- .0	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	4,968	2,170,249
	Improper Denial Rate	1.0% +/- 1.3	8.0% +/- .6
	Adjusted Improper Denial Rate	.0% +/- .0	6.2% +/- .5
NonSeparation:	Sample Size	149	7,649
	Population	3,103	2,179,517
	Improper Denial Rate	4.3% +/- 3.2	11.8% +/- .7
	Adjusted Improper Denial Rate	3.6% +/- 2.9	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		70.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.3%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		94.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.0%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.2%	4.9%
Percentage Of Contributory Employers Audited		3.2%	1.7%
Annualized Percentage Of Total Wages Audited		2.0%	1.3%
Audits Meet Employment Security Manual Requirements?		F	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
VIRGINIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	135,569	87.2%	88.8%	87%
Intrastate UI, full weeks - 35 Days	135,569	96.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	12,288	71.0%	80.7%	70%
Interstate UI, full weeks - 35 Days	12,288	92.5%	93.2%	78%
All First Payments - 14/21 Days	170,232	85.6%	88.3%	90% ~
All First Payments - 35 Days	170,232	96.5%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	38,471	72.0%	62.0%	80%
Separation Determ. within 21 Days	87,222	68.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	22,407	1.8%	41.6%	60%
Decisions within 45 Days of Filing`	22,407	6.9%	62.3%	80%
Decisions within 90 Days of Filing	22,407	75.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,282	60.1%	64.1%	50%
Decisions within 75 Days of Filing	3,282	79.3%	85.0%	80%
Decisions within 150 Days of Filing	3,282	96.8%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,212	4.4	1.6	none
Higher Authority Appeals (months)	21,667	2.0	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	23,788	98.2%	90.8%	none
Billings Made within 30 Days	202	100.0%	90.3%	none
Reimbursements Made within 30 Days	199	96.5%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,207,363	82.0%	63.7%	none
Payments Made within 14 Days	2,207,363	94.3%	93.0%	none
Payments Made within 21 Days	2,207,363	97.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	599,483	70.1%	48.2%	none
Nonfraud Overpayment Recovery Rate	15,615,507	35.2%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	373	71.8%	71.2%	75%
LA Appeals with Scores >= 85%	77	96.3%	94.1%	80%
LA Appeals passing due process	80	98.8%	87.2%	none
BAM Operational Overpayment Rate	480	4.8%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
VIRGINIA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$621,505,372	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		79.4% +/- 3.7	90.7% +/- .5
Overpayment Rate		20.6% +/- 3.7	9.3% +/- .5
Underpayment Rate		.4% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	155	7,492
	Population	27,307	1,230,141
	Improper Denial Rate	13.0% +/- 5.4	11.3% +/- .8
	Adjusted Improper Denial Rate	10.7% +/- 4.9	6.9 +/- .6
Separation:	Sample Size	155	7,669
	Population	33,279	2,170,249
	Improper Denial Rate	10.0% +/- 4.7	8.0% +/- .6
	Adjusted Improper Denial Rate	8.8% +/- 4.7	6.2% +/- .5
NonSeparation:	Sample Size	153	7,649
	Population	27,916	2,179,517
	Improper Denial Rate	6.7% +/- 4.2	11.8% +/- .7
	Adjusted Improper Denial Rate	5.8% +/- 3.9	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		80.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.4%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		F	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		91.2%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		2.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due		4.3%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.7%	4.9%
Percentage Of Contributory Employers Audited		2.0%	1.7%
Annualized Percentage Of Total Wages Audited		0.8%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
VIRGIN ISLANDS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL CRITERION RESULTS	
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	1,543	80.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	1,543	94.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	131	16.0%	80.7%	70%
Interstate UI, full weeks - 35 Days	131	55.7%	93.2%	78%
All First Payments - 14/21 Days	1,955	75.5%	88.3%	90% ~
All First Payments - 35 Days	1,955	91.0%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	329	73.9%	62.0%	80%
Separation Determ. within 21 Days	606	52.0%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	71	31.0%	41.6%	60%
Decisions within 45 Days of Filing`	71	67.6%	62.3%	80%
Decisions within 90 Days of Filing	71	98.6%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	64.1%	50%
Decisions within 75 Days of Filing	+	+	85.0%	80%
Decisions within 150 Days of Filing	+	+	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	92	2.7	1.6	none
Higher Authority Appeals (months)	+	+	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	738	46.1%	90.8%	none
Billings Made within 30 Days	4	100.0%	90.3%	none
Reimbursements Made within 30 Days	53	100.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	42,514	32.9%	63.7%	none
Payments Made within 14 Days	42,514	72.4%	93.0%	none
Payments Made within 21 Days	42,514	85.7%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	*	*	48.2%	none
Nonfraud Overpayment Recovery Rate	*	*	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	*	*	71.2%	75%
LA Appeals with Scores >= 85%	*	*	94.1%	80%
LA Appeals passing due process	*	*	87.2%	none
BAM Operational Overpayment Rate	*	*	5.0%	none

+ state does not have higher authority appeals.

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
VIRGIN ISLANDS

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		*	\$40,972,133,952
Sample Size		*	24,847
Proper Payment Rate		*	90.7% +/- .5
Overpayment Rate		*	9.3% +/- .5
Underpayment Rate		*	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	*	7,492
	Population	*	1,230,141
	Improper Denial Rate	*	11.3% +/- .8
	Adjusted Improper Denial Rate	*	6.9 +/- .6
Separation:	Sample Size	*	7,669
	Population	*	2,170,249
	Improper Denial Rate	*	8.0% +/- .6
	Adjusted Improper Denial Rate	*	6.2% +/- .5
NonSeparation:	Sample Size	*	7,649
	Population	*	2,179,517
	Improper Denial Rate	*	11.8% +/- .7
	Adjusted Improper Denial Rate	*	9.3% +/- .6
Footnotes:		no	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		*	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		*	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		*	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		*	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		*	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		*	1.2%
Accounts Receivable As A Percentage Of Tax Due		*	2.3%
Appropriate Actions Taken To Collect Tax Due?		*	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		*	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		*	4.9%
Percentage Of Contributory Employers Audited		*	1.7%
Annualized Percentage Of Total Wages Audited		*	1.3%
Audits Meet Employment Security Manual Requirements?		*	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
WASHINGTON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	216,638	89.5%	88.8%	87%
Intrastate UI, full weeks - 35 Days	216,638	96.3%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	13,963	88.3%	80.7%	70%
Interstate UI, full weeks - 35 Days	13,963	95.2%	93.2%	78%
All First Payments - 14/21 Days	266,800	89.9%	88.3%	90% ~
All First Payments - 35 Days	266,800	96.4%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	109,062	72.8%	62.0%	80%
Separation Determ. within 21 Days	111,219	61.6%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	38,141	73.0%	41.6%	60%
Decisions within 45 Days of Filing`	38,141	86.4%	62.3%	80%
Decisions within 90 Days of Filing	38,141	94.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	5,426	98.9%	64.1%	50%
Decisions within 75 Days of Filing	5,426	99.7%	85.0%	80%
Decisions within 150 Days of Filing	5,426	100.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	5,405	0.6	1.6	none
Higher Authority Appeals (months)	38,141	1.1	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	15,936	96.5%	90.8%	none
Billings Made within 30 Days	208	100.0%	90.3%	none
Reimbursements Made within 30 Days	197	99.5%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,755,669	95.8%	63.7%	none
Payments Made within 14 Days	4,755,669	97.4%	93.0%	none
Payments Made within 21 Days	4,755,669	98.2%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	16,045,112	46.9%	48.2%	none
Nonfraud Overpayment Recovery Rate	32,123,009	60.6%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	352	61.9%	71.2%	75%
LA Appeals with Scores >= 85%	77	100.0%	94.1%	80%
LA Appeals passing due process	77	100.0%	87.2%	none
BAM Operational Overpayment Rate	594	4.0%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
WASHINGTON

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$1,512,247,366	\$40,972,133,952
Sample Size		594	24,847
Proper Payment Rate		88.9% +/- 2.6	90.7% +/- .5
Overpayment Rate		11.1% +/- 2.6	9.3% +/- .5
Underpayment Rate		.2% +/- .2	.6% +/- .1
Footnotes:		yes	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	183	7,492
	Population	7,713	1,230,141
	Improper Denial Rate	2.8% +/- 2.8	11.3% +/- .8
	Adjusted Improper Denial Rate	1.2% +/- 1.6	6.9 +/- .6
Separation:	Sample Size	185	7,669
	Population	49,164	2,170,249
	Improper Denial Rate	8.4% +/- 4.2	8.0% +/- .6
	Adjusted Improper Denial Rate	7.2% +/- 3.9	6.2% +/- .5
NonSeparation:	Sample Size	179	7,649
	Population	74,256	2,179,517
	Improper Denial Rate	11.3% +/- 4.6	11.8% +/- .7
	Adjusted Improper Denial Rate	10.4% +/- 4.6	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		93.8%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		89.8%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		98.8%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.1%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.2%	4.9%
Percentage Of Contributory Employers Audited		2.1%	1.7%
Annualized Percentage Of Total Wages Audited		1.2%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
WEST VIRGINIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	46,228	89.7%	88.8%	87%
Intrastate UI, full weeks - 35 Days	46,228	98.3%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,272	81.4%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,272	95.0%	93.2%	78%
All First Payments - 14/21 Days	53,840	88.7%	88.3%	90% ~
All First Payments - 35 Days	53,840	98.2%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	15,208	92.6%	62.0%	80%
Separation Determ. within 21 Days	19,291	97.8%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,452	75.6%	41.6%	60%
Decisions within 45 Days of Filing`	5,452	92.5%	62.3%	80%
Decisions within 90 Days of Filing	5,452	99.0%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	761	84.8%	64.1%	50%
Decisions within 75 Days of Filing	761	98.4%	85.0%	80%
Decisions within 150 Days of Filing	761	99.7%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	754	1.6	1.6	none
Higher Authority Appeals (months)	5,396	1.3	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,181	97.3%	90.8%	none
Billings Made within 30 Days	192	99.0%	90.3%	none
Reimbursements Made within 30 Days	181	95.0%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	798,568	50.7%	63.7%	none
Payments Made within 14 Days	798,568	95.9%	93.0%	none
Payments Made within 21 Days	798,568	98.8%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	705,105	46.2%	48.2%	none
Nonfraud Overpayment Recovery Rate	1,652,284	60.8%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	217	86.9%	71.2%	75%
LA Appeals with Scores >= 85%	79	100.0%	94.1%	80%
LA Appeals passing due process	79	87.3%	87.2%	none
BAM Operational Overpayment Rate	480	1.5%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
WEST VIRGINIA

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$180,604,462	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		98.0% +/- 1.2	90.7% +/- .5
Overpayment Rate		2.0% +/- 1.2	9.3% +/- .5
Underpayment Rate		.7% +/- .4	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	149	7,492
	Population	2,549	1,230,141
	Improper Denial Rate	21.3% +/- 7.5	11.3% +/- .8
	Adjusted Improper Denial Rate	9.8% +/- 4.6	6.9 +/- .6
Separation:	Sample Size	150	7,669
	Population	10,746	2,170,249
	Improper Denial Rate	7.1% +/- 4.8	8.0% +/- .6
	Adjusted Improper Denial Rate	5.7% +/- 4.4	6.2% +/- .5
NonSeparation:	Sample Size	150	7,649
	Population	7,985	2,179,517
	Improper Denial Rate	5.0% +/- 3.4	11.8% +/- .7
	Adjusted Improper Denial Rate	3.9% +/- 3.1	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		88.0%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		90.0%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		92.0%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		1.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due		3.4%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.7%	4.9%
Percentage Of Contributory Employers Audited		2.7%	1.7%
Annualized Percentage Of Total Wages Audited		2.3%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
WISCONSIN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	231,678	94.8%	88.8%	87%
Intrastate UI, full weeks - 35 Days	231,678	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,810	90.3%	80.7%	70%
Interstate UI, full weeks - 35 Days	4,810	95.4%	93.2%	78%
All First Payments - 14/21 Days	316,704	94.7%	88.3%	90% ~
All First Payments - 35 Days	316,704	97.6%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	132,879	78.6%	62.0%	80%
Separation Determ. within 21 Days	139,497	86.6%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	29,134	43.9%	41.6%	60%
Decisions within 45 Days of Filing`	29,134	69.8%	62.3%	80%
Decisions within 90 Days of Filing	29,134	92.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,190	20.4%	64.1%	50%
Decisions within 75 Days of Filing	3,190	26.4%	85.0%	80%
Decisions within 150 Days of Filing	3,190	78.9%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	3,182	5.5	1.6	none
Higher Authority Appeals (months)	28,953	1.0	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,343	94.7%	90.8%	none
Billings Made within 30 Days	195	59.5%	90.3%	none
Reimbursements Made within 30 Days	198	39.4%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,047,081	92.2%	63.7%	none
Payments Made within 14 Days	4,047,081	97.1%	93.0%	none
Payments Made within 21 Days	4,047,081	98.1%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	8,560,190	44.8%	48.2%	none
Nonfraud Overpayment Recovery Rate	16,400,587	99.2%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	333	63.1%	71.2%	75%
LA Appeals with Scores >= 85%	74	93.7%	94.1%	80%
LA Appeals passing due process	79	86.1%	87.2%	none
BAM Operational Overpayment Rate	480	2.9%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
WISCONSIN

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$977,352,302	\$40,972,133,952
Sample Size		480	24,847
Proper Payment Rate		93.4% +/- 2.2	90.7% +/- .5
Overpayment Rate		6.6% +/- 2.2	9.3% +/- .5
Underpayment Rate		.2% +/- .2	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	156	7,492
	Population	39,474	1,230,141
	Improper Denial Rate	5.7% +/- 3.8	11.3% +/- .8
	Adjusted Improper Denial Rate	4.6% +/- 3.5	6.9 +/- .6
Separation:	Sample Size	156	7,669
	Population	50,944	2,170,249
	Improper Denial Rate	9.5% +/- 4.8	8.0% +/- .6
	Adjusted Improper Denial Rate	5.0% +/- 3.5	6.2% +/- .5
NonSeparation:	Sample Size	156	7,649
	Population	67,227	2,179,517
	Improper Denial Rate	24.7% +/- 6.9	11.8% +/- .7
	Adjusted Improper Denial Rate	17.7% +/- 6.2	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		65.3%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		93.1%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		93.7%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		2.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due		1.3%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		6.2%	4.9%
Percentage Of Contributory Employers Audited		2.5%	1.7%
Annualized Percentage Of Total Wages Audited		1.6%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

UI PERFORMS ANNUAL REPORT CY 2003
WYOMING

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	9,411	90.3%	88.8%	87%
Intrastate UI, full weeks - 35 Days	9,411	96.0%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,172	83.0%	80.7%	70%
Interstate UI, full weeks - 35 Days	1,172	92.4%	93.2%	78%
All First Payments - 14/21 Days	13,749	91.5%	88.3%	90% ~
All First Payments - 35 Days	13,749	96.4%	96.5%	95% ~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	8,442	82.6%	62.0%	80%
Separation Determ. within 21 Days	4,642	93.4%	69.0%	80%
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,644	87.0%	41.6%	60%
Decisions within 45 Days of Filing`	1,644	96.8%	62.3%	80%
Decisions within 90 Days of Filing	1,644	99.8%	87.4%	95% ~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	198	79.8%	64.1%	50%
Decisions within 75 Days of Filing	198	100.0%	85.0%	80%
Decisions within 150 Days of Filing	198	100.0%	96.8%	95%
<i>Backlog of Pending Appeals</i>				
Lower Authority Appeals (months)	195	1.4	1.6	none
Higher Authority Appeals (months)	1,617	0.8	1.7	none
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,387	83.4%	90.8%	none
Billings Made within 30 Days	178	100.0%	90.3%	none
Reimbursements Made within 30 Days	176	81.3%	91.7%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	208,723	43.9%	63.7%	none
Payments Made within 14 Days	208,723	93.4%	93.0%	none
Payments Made within 21 Days	208,723	98.0%	96.3%	none
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	270,126	37.7%	48.2%	none
Nonfraud Overpayment Recovery Rate	609,277	45.4%	43.0%	none
<i>Benefit Quality Measures^</i>				
Nonmon. Determin. with Scores > 80%	224	90.4%	71.2%	75%
LA Appeals with Scores >= 85%	78	98.7%	94.1%	80%
LA Appeals passing due process	79	89.9%	87.2%	none
BAM Operational Overpayment Rate	350	4.3%	5.0%	none

~ Proposed criterion

^ Workload levels indicate number of scored cases

UI PERFORMS ANNUAL REPORT CY 2003
WYOMING

REPORTED MEASURE		STATE RESULTS	NATIONAL RESULTS
Benefit Accuracy Measurement - Paid Claims Accuracy			
Total Dollars Paid in Population		\$44,672,626	\$40,972,133,952
Sample Size		350	24,847
Proper Payment Rate		88.0% +/- 4.2	90.7% +/- .5
Overpayment Rate		12.0% +/- 4.2	9.3% +/- .5
Underpayment Rate		.3% +/- .3	.6% +/- .1
Footnotes:		no	--
Benefit Accuracy Measurement - Denied Claims Accuracy			
Monetary:	Sample Size	140	7,492
	Population	1,848	1,230,141
	Improper Denial Rate	24.3% +/- 7.5	11.3% +/- .8
	Adjusted Improper Denial Rate	17.1% +/- 6.7	6.9 +/- .6
Separation:	Sample Size	146	7,669
	Population	2,976	2,170,249
	Improper Denial Rate	5.1% +/- 4.5	8.0% +/- .6
	Adjusted Improper Denial Rate	3.0% +/- 3.2	6.2% +/- .5
NonSeparation:	Sample Size	146	7,649
	Population	5,087	2,179,517
	Improper Denial Rate	12.5% +/- 6.0	11.8% +/- .7
	Adjusted Improper Denial Rate	9.7% +/- 5.0	9.3% +/- .6
Footnotes:		yes	--
New Employer Status Determinations			
% of New Employer Det's made within 90 days		82.4%	83.3%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	30% Pass**
Contributory Employers Report Delinquency			
Percentage of Reports Filed Timely		79.5%	88.2%
Appropriate Actions Taken To Resolve Delinquencies?		P	78% Pass**
Collections from Contributory Employers			
Percentage Of Tax Due Paid Timely		83.4%	92.2%
Percentage of Tax Due Declared Uncollectible/Doubtful		2.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due		8.8%	2.3%
Appropriate Actions Taken To Collect Tax Due?		P	67% Pass**
Cashiering			
Remittances Deposited Within Three Days?		P	94% Pass**
Field Audit			
Percent Change In Total Wages Resulting From Audit		2.8%	4.9%
Percentage Of Contributory Employers Audited		2.4%	1.7%
Annualized Percentage Of Total Wages Audited		1.0%	1.3%
Audits Meet Employment Security Manual Requirements?		P	83% Pass**

** States passed as a percentage of those reporting

* State did not report data

<p style="text-align: center;">UI PERFORMS ANNUAL REPORT CY 2003 APPENDIX A: BAM DATA AND FOOTNOTES</p>

The reported BAM data comprises five pieces of information: total dollars paid in the population, sample size, proper payment rate, overpayment rate, and underpayment rate. In addition, some States' reports include footnotes that describe certain conditions that affect the data.

POPULATION AND SAMPLE SIZE

"Total Dollars Paid in Population" is the total UI benefits paid for the population of UI claims which comprised the sampling frames for all weeks in CY 2003 for which the State pulled BAM samples.

"Sample Size" is the number of BAM payments from covered UI programs selected for investigation during CY 2003 that have been completed and entered into the computer on or before April 30, 2004.

ESTIMATES OF ERROR

"Proper Payments" is the combined ratio estimate of total dollars properly paid to total dollars paid, expressed as a percentage.

"Overpayments" is the combined ratio estimate of total dollars overpaid to total dollars paid, expressed as a percentage. All estimates are based upon official actions only.

"Underpayments" is the combined ratio estimate of total dollars underpaid to total dollars paid, expressed as a percentage.

"Improper Denial Rate" is the excludes cases not meeting DCA definition for inclusion in population, withdrawn claims, and claims for which monetary eligibility was established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted Improper denial rate excludes erroneous denials that were corrected by agency and claims for which eligibility was reestablished through appeal prior to DCA case completion.

"95% Confidence Interval", expressed as +/- percentage points, is shown for each of the three estimated rates: proper payments, overpayments, and underpayments. The actual rate is expected to lie within ninety-five percent of the intervals constructed from repeated samples of the same size and selected in the same manner as the BAM sample.

UI PERFORMS ANNUAL REPORT CY 2003
APPENDIX A: BAM DATA AND FOOTNOTES

FOOTNOTES

#1. If a State's database contains cases that were coded as overpayments, but official action on these overpayments was precluded by the State's "formal warning" provision, the following footnote will apply:

Claimants failing to conduct required work search were given formal warnings and no overpayment was established. The proper payment rate would be lower and the overpayment rate would be higher if these cases were counted as erroneous payments.

#2. Percentages apply to less than the total population because the state did not pull a sample every week.

#3. The state selected one or more BAM weekly samples below the minimum level prescribed in ET Handbook No. 395.

#4. Percentages are based on data collection procedures that were not completed in accordance with BAM methodology prescribed in ET Handbook No. 395.

#5. The state failed to meet the case completion objective: PCA - 95% of cases must be completed within 90 days, or DCA - 85% of cases must be completed within 90 days..

#6. The state failed to meet the program requirement that no more than 2 percent of the cases for the year remain incomplete.

#7. The annual samples are below the allocated annual samples for the state. The precision of the data might be reduced due to the failure to sample at the prescribed level.

#8. The population from which the BAM sample was selected did not include all of the UI benefits paid (for PCA), or all of the determinations (for DCA), or may include records that do not meet the population definitions. This limits the degree to which the inferences about the population can be made from BAM data.

UI PERFORMS ANNUAL REPORT CY 2003
APPENDIX A: BAM DATA AND FOOTNOTES

Footnotes for Paid Claims Accuracy

State	#1	#2	#3	#4	#5	#6	#7	#8
AK	1				85.7%			
AR	1							
CO					78.4%	9.8%		
CT			1		93.9%		68	
DE		8						
GA								1
IA	1							
KS	1							
LA								1
MN	1		1					
MS			1					
MT								1
NE	1							
NM								1
NY	1							
SD			1					
TX	1							
UT			3					
VT					89.2%			
WA	1							
WY			1					

UI PERFORMS ANNUAL REPORT CY 2003
APPENDIX A: BAM DATA AND FOOTNOTES

Footnotes for Denied Claims Accuracy

State	Sample Type	#2	#5	#6	#7	#8
AK	Mon			2.7%		1
	Nsep			3.3%		1
AL	Mon					1
	Sep					1
AR	Nsep					1
CA	Sep					1
	Nsep					1
CO	Mon					1
	Sep					1
	Nsep					1
CT	Mon	3				1
	Sep	5				
	Nsep	2				
DC	Mon	1				1
	Nsep					1
DE	Mon	8				1
	Sep	8				1
	Nsep	8				1
FL	Mon					1
	Sep					1
	Nsep					1
GA	Mon					1
IA	Mon					1
	Nsep					1
ID	Sep					1
	Nsep					1
KS	Mon					1
KY	Mon		62.7%			1
	Nsep					1
LA	Mon					1
MA	Mon					1
	Nsep					1
MD	Mon					1
	Sep					1
	Nsep					1
ME	Mon					1
	Sep	1				
	Nsep					1
MI	Mon		21.4%	61.4%		1
	Sep		18.7%	63.3%		
	Nsep		20.8%	67.8%		
MN	Mon		83.2%			
	Nsep					1
MO	Mon					1
	Sep		82.7%			1
	Nsep					1
MS	Mon					1
MT	Mon					1

UI PERFORMS ANNUAL REPORT CY 2003
APPENDIX A: BAM DATA AND FOOTNOTES

Footnotes for Denied Claims Accuracy

State	Sample Type	#2	#5	#6	#7	#8
	Nsep		83.3%			1
NC	Mon					1
ND	Sep					1
NH	Mon					1
	Nsep					1
NJ	Mon					1
NM	Mon					1
	Sep					1
	Nsep					1
NY	Mon					1
	Nsep					1
OH	Nsep					1
OK	Mon					1
OR	Mon				46	1
	Sep				46	
	Nsep				46	1
PA	Mon					1
	Sep					1
	Nsep					1
PR	Mon					1
	Sep					1
	Nsep					1
RI	Mon		75.7%			1
	Sep		78.1%			
	Nsep		82.4%			
SC	Mon					1
SD	Mon					1
TN	Mon					1
	Sep					1
	Nsep					1
TX	Mon					1
VA	Mon					1
	Sep		75.5%			1
	Nsep		70.6%			1
VT	Mon					1
	Nsep					1
WA	Mon					1
WI	Mon					1
	Sep					1
	Nsep					1
WV	Mon					1
WY	Sep					1

UI PERFORMS ANNUAL REPORT CY 2003
APPENDIX B: TIER I MEASURES

This appendix lists the report and cell numbers in the Unemployment Insurance Data Base used to compute each of the Tier I measures.

Benefit Measures	Table Cells
First Payment Time Lapse 14/21 days Intrastate UI full weeks	{(ar9050.c10+ar9050.c18-ar9050p.c10-ar9050p.c18) for States with ww + (ar9050.c26-ar9050p.c26) for States w/o ww} / (ar9050.c2-ar9050p.c2) from ar9050 and ar9050p
First Payment Time Lapse 14/21 days Interstate UI full weeks	{(ar9050.c14+ar9050.c22-ar9050p.c14-ar9050p.c22) for States with ww + (ar9050.c30-ar9050p.c30) for States w/o ww} / (ar9050.c6-ar9050p.c6) from ar9050 and ar9050p
First Payment Time Lapse 14/21 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks	{(c9+c17+c13+c21) for States with ww + (c29) for States w/o ww}/(c1+c5) from ar9050
First Payment Time Lapse 35 days Intrastate UI full weeks	{(ar9050.c10+ar9050.c18+ar9050.c26+ar9050.c34 +ar9050.c42) - (ar9050p.c10+ar9050p.c18+ar9050p.c26 +ar9050p.c34+ar9050p.c42)} / (ar9050.c2-ar9050p.c2) from ar9050 and ar9050p
First Payment Time Lapse 35 days Interstate UI full weeks	{(ar9050.c14+ar9050.c22+ar9050.c30+ar9050.c38 +ar9050.c46) - ar9050p.c14+ar9050p.c22+ar9050p.c30 +ar9050p.c38+ar9050p.c46)} / (ar9050.c6-ar9050p.c6) from ar9050 and ar9050p
First Payment Time Lapse 35 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks	(c9+c17+c25+c33+c41+c13+c21+c29+c37+c45) / (c1+c5) from ar9050
Nonmonetary Determination Time Lapse Separations within 21 Days Interstate and Intrastate UI, UCFE, and UCX	(c9+c17+c25+c13+c21+c29) / (c1+c5) from ar9052
Nonmonetary Determination Time Lapse Nonseparations within 14 Days Interstate and Intrastate UI, UCFE, and UCX	(c105+c113+c109+c117) / (c97+c101) from ar9052
Nonmonetary Determination Quality	Federal users can obtain data from UIS application page: www.uis.doleta.gov, from ar9056t

UI PERFORMS ANNUAL REPORT CY 2003

APPENDIX B: TIER I MEASURES

Benefit Measures	Table Cells
Lower Authority Appeals Time Lapse 30 days	c4 / c1 from ar9054l
Lower Authority Appeals Time Lapse 45 days	(c4+c7) / c1 from ar9054l
Lower Authority Appeals Time Lapse 90 days	(c4+c7+c10+c13+c16) / c1 from ar9054l
Higher Authority Appeals Time Lapse 45 days	c4 / c1 from ar9054h
Higher Authority Appeals Time Lapse 75 days	(c4+c7+c10) / c1 from ar9054h
Higher Authority Appeals Time Lapse 150 days	(c4+c7+c10+c13+c16+c19) / c1 from ar9054h
Lower Authority Appeals Quality	number of appeals where c40 > 0.85 and c37 equals “OK” or “DM” divided by the total number of appeals from ar9057
New Status Determinations Time Lapse 90 days	c61 / c11 from ar581
New Status Determinations Time Lapse 180 days	c62 / c11 from ar581
Acceptance Sample for Accuracy page: (note that for New SDs website 6 or fewer failed	Federal users can obtain data from UIS application of New Status Determinations www.uis.doleta.gov does not apply the FY '02 criterion of cases to pass sample).
Cash Management Days' worth of deposits in Clearing Account before transfer to UTF	Federal users may obtain from Trust Fund Report on UI Menu from ar8414
Cash Management Annual Ratio	(ar8414.c14*days in month) / ar8405.c7 Use only months for which both reports have been submitted. from ar8405 and ar8414

UI PERFORMS ANNUAL REPORT CY 2003

APPENDIX C: TIER II MEASURES

Benefit Measures	Table Cells
First Payment Time Lapse 14/21 days Partial Payments Intrastate+Interstate UI	$\{(c10+c14+c18+c22) \text{ for Sts with ww} + (c26+c30) \text{ for Sts w/o ww}\} / (c2+c6)$ from ar9050p
First Payment Time Lapse 14/21 days All weeks Intrastate+Interstate UCFE	$\{(c11+c15+c19+c23) \text{ for Sts with ww} + (c27+c31) \text{ for Sts w/o ww}\} / (c3+c7)$ from ar9050
First Payment Time Lapse 14/21 days All weeks Intrastate+Interstate UCX	$\{(c12+c16+c20+c24) \text{ for Sts with ww} + (c28+c32) \text{ for Sts w/o ww}\} / (c4+c8)$ from ar9050
First Payment Time Lapse 14/21 days All weeks Intrastate UI	$\{(c10+c18) \text{ for Sts with ww} + c26 \text{ for Sts with w/o ww}\} / c2$ ar9050
First Payment Time Lapse 14/21 days All weeks Interstate UI	$\{(c14+c22) \text{ for Sts with ww} + c30 \text{ for Sts with w/o ww}\} / c6$ from ar9050
First Payment Time Lapse 14/21 days All workshare weeks	$\{(c2+c3) \text{ for Sts with ww} + c4 \text{ for Sts with w/o ww}\} / c1$ from aw9050
Continued Claims Time Lapse 14 days All weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21) / (c1+c5)$ from ar9051
Continued Claims Time Lapse 21 days All weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29) / (c1+c5)$ from ar9051
Continued Claims Time Lapse 28 days All weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29+c33+c37) / (c1+c5)$ from ar9051
Continued Claims Time Lapse 14 days All partial weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21) / (c1+c5)$ from ar9051p

UI PERFORMS ANNUAL REPORT CY 2003

APPENDIX C: TIER II MEASURES

Benefit Measures	Table Cells
Continued Claims Time Lapse All partial weeks, 21 days Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29) / (c1+c5)$ from ar9051p
Continued Claims Time Lapse All partial weeks, 28 days Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29+c33+c37) / (c1+c5)$ from ar9051p
Continued Weeks Time Lapse All workshare weeks, 14 days	$(c2+c3) / c1$ from aw9051
Nonmonetary Determinations Detection to Decision Time Lapse Intrastate Separations, 21 days	$(c9+c17+c25) / c1$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Interstate Separations, 21 days	$(c13+c21+c29) / c5$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Intrastate Nonseparations, 14 days	$(c105+c113) / c97$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Interstate Nonseparations, 14 days	$(c109+c117) / c101$ from ar9052
Nonmonetary Determinations Affected Week to Detection Time Lapse Intrastate Separations, 21 days	$(c9+c17+c25) / c1$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Interstate Separations, 21 days	$(c13+c21+c29) / c5$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Intrastate Nonseparations 14 days	$(c105+c113) / c97$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Interstate Nonseparations, 14 days	$(c109+c117) / c101$ from ar9053
Lower Authority Appeals Pending Cases Aged 25 Days or Less	$c2 / c1$ from ar90551
Lower Authority Appeals Pending Cases Aged More than 40 Days	$(c1-c2-c3) / c1$ from ar90551

UI PERFORMS ANNUAL REPORT CY 2003
APPENDIX C: TIER II MEASURES

Benefit Measures	Table Cells
Lower Authority Appeals Pending Cases Aged More than 120 Days	$(c6+c7+c8) / c1$ from ar9055l
Lower Authority Appeals Pending Cases Aged More than 360 Days	$c8 / c1$ from ar9055l
Lower Authority Appeals Average days to implement decisions	$c36-c35$ from ar9057
Lower Authority Appeals Quality Percent of Decisions Passing Due Process	Number of cases where none of {c9,c13,c14,c22,c25,c26,c28,c29} equal "U" divided by the number of cases where c39>0 from ar9057t
Months Worth of Pending Lower Authority Appeals	ar9055l.c1 for the latest month divided by avg(ar5130.c51) over the last 6 months
Higher Authority Appeals Pending Cases Aged 40 Days or Less	$c2 / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 70 Days	$(c1-c2-c3) / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 120 Days	$(c5+c6+c7) / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 360 Days	$c7 / c1$ from ar9055h
Months Worth of Pending Higher Authority Appeals	ar9055h.c1 for the last month of period divided by avg(ar5130.c52) over the last 6 months period
CWC Wage Transfer Time Lapse: 3-Day	$c84 / c26$ from ar586
CWC Billing Timeliness: 30-Day	$(c72+c74) / c70$ from ar586
CWC Reimbursement Timeliness: 30-Day	$(c73+c75) / c71$ from ar586
Benefit Payment Control, Nonfraud Collections	for $CY \geq 2002$, $(c208+c209) / (c29+c61-c69+c30+c62-c70)$; for $CY < 2002$, $c41+c45)/(c29+c61-c69)$ — from ar227
Benefit Payment Control, Fraud Collections	for $CY \geq 2002$, $(c206+c207) / (c3+c59-c67+c4+c60-c68)$; for $CY < 2002$, $(c39+c43)/(c3+c59-c67)$ — from ar227

UI PERFORMS ANNUAL REPORT CY 2003

APPENDIX C: TIER II MEASURES

Tax Computed Measures	Units	Type of Employer	Table	Table Cells
Successor Status Determination Timeliness, 90-day	% w/in 90 days	All	ar581	c59 / c68
Successor Status Determination Timeliness, 180-day	% w/in 180 days	All	ar581	c60 / c68
Contributory Employer Report Timeliness: Timely Filing	% Employers filing on Time	Contrib	ar581	c53 / c1, c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Contrib	ar581	c54 / c1, c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Contrib	ar581	c55 / c1, c1 w/2 qtr lag
Reimbursing Employer Report Timeliness: Timely Filing	% Employers filing on Time	Reimb	ar581	c56 / c2, c2 w/1 qtr lag
Reimbursing Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Reimb	ar581	sum(c57)/sum(c2), c2 w/1 qtr lag
Reimbursing Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Reimb	ar581	sum(c58)/sum(c2), c2 w/2 qtr lag
Contributory Employers, Amounts Due Paid Timely	% Due Received on Time	Contrib	ar581 and ar2112	1-ar581.c15 / (ar2112.c9 + ar581.c15 - ar581.c16)
Contributory Employers, Turnover Ratio	Ratio, receive liq + uncoll. + doubtful/ tax due	Contrib	ar581 and ar2112	(ar581.c16+ar581.c17+ ar581.c64) / (ar2112.c9 + ar581.c15-ar581.c16)

UI PERFORMS ANNUAL REPORT CY 2003

APPENDIX C: TIER II MEASURES

Tax Computed Measures	Units	Type of Employer	Table	Table Cells
Contributory Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Contrib	ar581 and ar2112	(ar581.c17+ar581.c64) / (ar2112.c9+ ar581.c15-ar581.c16)
Contributory Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Contrib	ar581 and ar2112	ar581.c18 / (ar2112.c9+ ar581.c15-ar581.c16), c18 for last qtr, other cells for 4 qtrs
Reimbursing Employers, Amounts Due Paid Timely	% Due Received on Time	Reimb	ar581 and ar2112	1 - ar581.c20 / (ar2112.c27+ar2112.c29 +ar2112.c31+ ar581.c20-ar581.c21)
Reimbursing Employers, Turnover Ratio	Ratio, receiv liq + uncoll. + doubtful/ tax due	Reimb	ar581 and ar2112	(ar581.c21+ar581.c22+ ar581.c65) / (ar2112.c27+ ar2112.c29+ar2112.c31+ ar581.c20-ar581.c21)
Reimbursing Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Reimb	ar581 and ar2112	(ar581.c22+ar581.c65) / (ar2112.c27+ ar2112.c29+ar2112.c31+ ar581.c20-ar581.c21)
Reimbursing Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Reimb	ar581 and ar2112	ar581.c23 / (ar2112.c27+ ar2112.c29+ar2112.c31+ ar581.c20-ar581.c21) c23 for last qtr, other cells for 4 qtrs
Wage Change Due to Field Audit	% of Wages Audited Changed by Audit	Contrib	ar581	(c40a+c37a) / c66
Contributory Employers Audited	Audits as % of employers	Contrib	ar581	c25b / c1, c1 w/5 qtr lag
Contributory Employers, Wages Audited	Audited Wages as % Total Wages	Contrib	ar581 and ar202	ar581.c67 * ar581.c25b * 4 / (ar581.c26a * ar202.c5), c5 w/4 qtr lag